

## **Dispute Resolution Policy.**

At Finance Qld Pty Ltd our aim is to provide our clients with superior service but we know that despite our best efforts sometimes things can go wrong.

If you have any concerns with the level of service received it is important that we are aware of the issues and have an opportunity to restore your confidence.

We are well aware that a simple misunderstanding which is left unresolved can lead to a negative lasting impression and we strongly recommend that in the first instance you speak with the person with whom you originally dealt to see if an amicable outcome can be achieved.

If after speaking with your contact you still feel the matter has not been resolved, we invite you to escalate the matter to our Complaints Contact Person for further investigation.

In this regard, please contact:

Jill Golightly on 07 54711990

You can also:-

- \* E-mail to [jill@financeqld.com.au](mailto:jill@financeqld.com.au)
- \* Fax to (07) 54711991 (Marked Attention: Jill Golightly)
- \* Send a letter to our postal address - Finance Qld Pty Ltd, PO Box 1404, Noosaville BC Qld 4566  
(Marked Attention: Jill Golightly)

If you choose to e-mail, fax or write to us you will receive an acknowledgement confirming we have received your correspondence and the matter will receive prompt attention.

To assist us we ask that you clearly explain all matters relevant to the issue and the remedies you seek.

Upon receipt we will contact you if any further information is needed. Once all information is to hand, we will investigate the matter thoroughly and inform you of the outcome as soon as possible.

Unless there are exceptional circumstances, we will in all instances respond within 45 days of receipt of the initial contact.

If we are unable to resolve the complaint within 45 days we will:-

- \* advise you of the reason for the delay
- \* specify a date when a decision can be reasonably expected

If you are still not satisfied with the outcome you may contact the Financial Ombudsman Service Limited as follows:

Phone: 1300 780808  
Fax: (03) 96136399  
E-mail: [info@fos.org.au](mailto:info@fos.org.au)  
Address: Level 12, 717 Bourke Street

Docklands 3008  
Mail: GPO Box 3  
Melbourne 3001  
Web: <http://www.fos.org.au>