



ABN: 20 131 309 754

ACN: 131 309 754

Po Box 142 Caulfield South VIC 3162

Phone: 1300 855 451

## Internal Dispute Resolution and Complaints Handling

FINANCE FUNDING AUSTRALIA (FFA) is committed to client services and satisfaction.

### **What if I have a complaint?**

FFA has developed internal dispute resolution procedures to assist you to resolve a complaint or dispute about our services. Our internal dispute resolution procedures are free of charge.

We are also a member of an independent approved external dispute resolution scheme, called Credit Ombudsman Service Ltd.

### **How to make a complaint?**

In the first instance, please contact Justine Milankovic to submit your complaint. We would like to be the first to know if you are not happy with our services. You can contact us verbally or in writing. Justine may request you to provide certain documents and other information to fully understand your complaint and the remedy you are seeking.

### **Finance Funding Australia's response**

We will:

- (a) confirm receipt of your complaint within 3 days; and
- (b) endeavour to resolve your complaint within 7 days. If your complaint is complex, we will endeavour to resolve it within 14 days.

If resolution of your complaint is not likely within these timeframes, we will keep you informed at regular intervals about the progress of our investigations and response.

### **What if I am still not satisfied?**

If you are still not satisfied with the outcome, you have the option at any time to contact the Credit Ombudsman Service Ltd on **1800 138 422** or visit [www.csol.com.au](http://www.csol.com.au)