

Overview of Complaint Handling at Collins House Private Wealth Pty Ltd

This policy explains how you can make a complaint, our measures for handling your complaint, and the steps you can take if you are not satisfied with our response to your complaint.

We acknowledge the importance of having an effective and efficient complaints handling and Internal Disputes Resolution (IDR) system, and we updated this Complaints Policy on 1st February 2022

The purpose of this Complaints Policy is to set out the information required to be in a Complaints policy by ASIC Corporations, Credit and Superannuation (Internal Dispute Resolution) Instrument 2020/98 (“the Instrument”) which is made by the Australian Securities and Investments Commission (“ASIC”).

What is a complaint?

A complaint is: “An expression of dissatisfaction made to or about us; related to our products, services, staff or our handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.

How to make a complaint

You can make a complaint to us via telephone, email, in writing, in person or via our website www.collinshouse.com by clicking on the ‘Contact’ tab after clicking on the landing page.

When making your complaint please tell us:

1. **Your name**
2. **How you wish us to contact you (for example, by phone, email)**
3. **What your complaint is about; and**
4. **What you are seeking to resolve your complaint.**

How we will deal with your complaint

We will acknowledge receipt of your complaint and try to resolve it as quickly as possible.

Generally, where your complaint is made:

Verbally – we will acknowledge your complaint in the same manner, within one business day or as soon as practicable thereafter.

In writing – by email we will acknowledge your complaint, in writing, within one business day or as soon as practicable thereafter.

If your complaint is not resolved within 5 business days of us receiving your complaint, we may need some time to investigate your concerns and may request further information to assist with our investigation.

Internal Disputes Resolution (IDR) Response

We are not required to provide you with an IDR Response if your complaint is resolved to your complete satisfaction within 5 business days and you have not requested an IDR Response; or within 5 business days of receiving your complaint, we have given you an explanation and/or apology in circumstances where we cannot take any further action to reasonably address your complaint.

If we reject your complaint (whether in full or in part), our IDR Response will identify and address the issues you raised in your complaint within 30 days, as well as setting out our findings on the material questions of fact raised in your complaint.

If we are not able to provide our IDR Response to you on time because your complaint is complex or because of circumstances beyond our control, we will write to you to explain the reasons for the delay and inform you of your right to complain to AFCA and provide you with AFCA's contact details.

Escalating your complaint

If you are not satisfied with our response to your complaint, you can escalate your complaint to the Australian Financial Complaints Authority (AFCA).

AFCA offers a free and independent dispute resolution for financial complaints to individuals and small businesses.

AFCA

We are required to be a member of an external dispute resolution scheme and are a member of AFCA and our membership number is 34005.

You can contact AFCA using the following details:

Email: info@afca.org.au

Phone: 1800 931 678 (or +61 1800 931 678 if calling from overseas)

Online: afca.org.au

Mail: GPO Box 3, Melbourne, VIC, 3001.