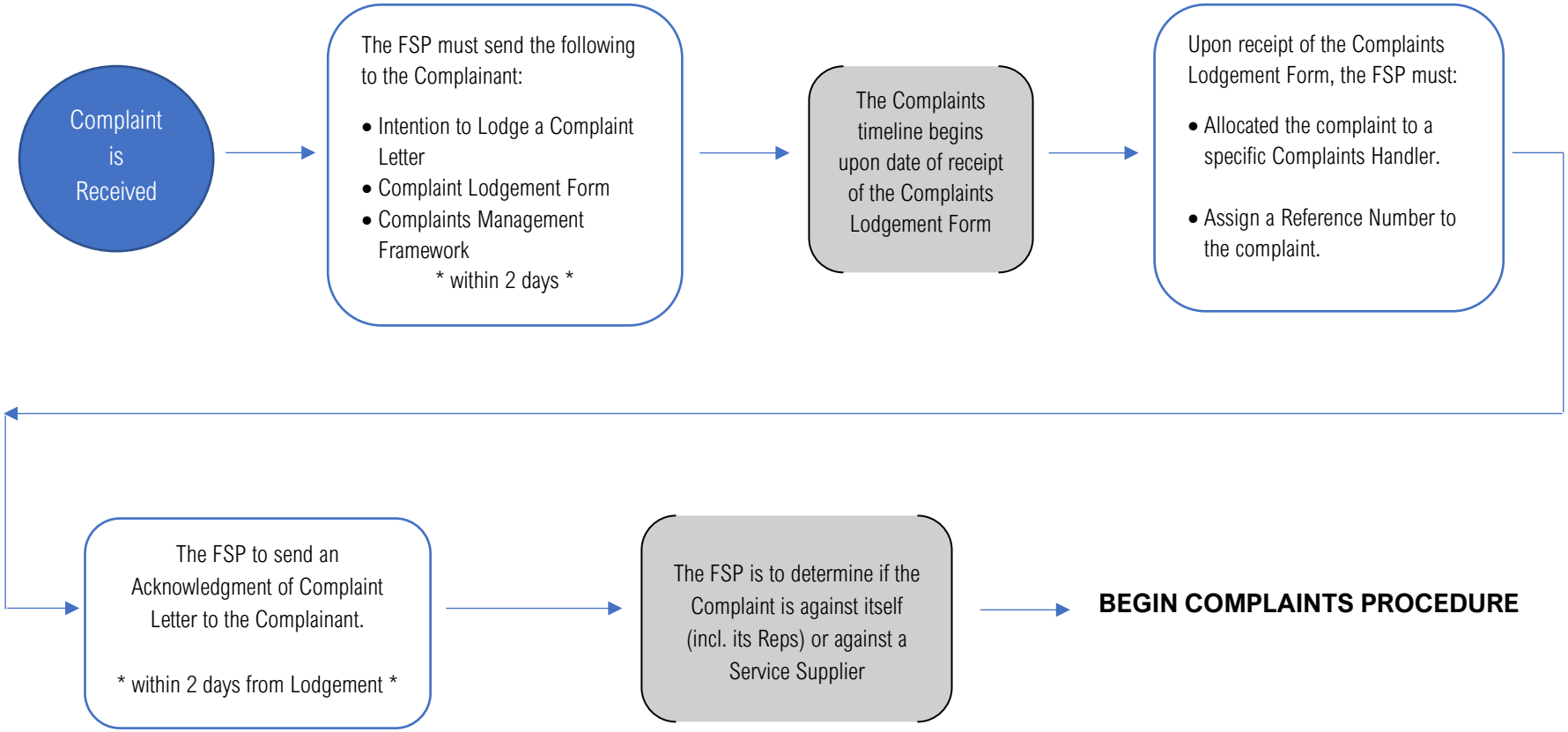
COMPLAINT REGISTRATION



Prepared by: FAISCOMPLIANCE & LICENSING CC

COMPLAINTS HANDLING PROCEDURE

Complaint is against our FSP

Simple Complaint

Decision to uphold made immediately.

Decision Letter to be sent.

* within 2 days from Lodgement *

Complaint Requires Investigation and Assessment

NB: If complex/unusual, Complaints Handler to transfer case to Complaints Manager. Complainant can escalate complaint to the Complaints Manager due to poor claims handling. Complaints Manager to send a Confirmation of Escalation Request letter within 2 days of the request to escalate.

Progress Report Letter to be sent.

* within 10 days from Lodgement *

Further Progress Report Letter to be sent.

* within 20 days from Lodgement *

Decision Letter to be sent. Complainant informed of escalation rights.

* within 30 days from Lodgement *

If Complainant want to escalate internally

Complainant given 5 days to escalate to Head if unhappy with decision of the Complaints Handler/ Complaints Manager

Confirmation of Escalation Request letter to be sent from the Head of the FSP.

* within 2 days from escalation request *

Final Decision Letter to be sent from the Head. Inform client of right to approach the Ombud.

* within 10 days from escalation*

Complaint is NOT against our FSP

Letter to Complainant informing that the complaint will be referred to the relevant party.

* within 5 days from Lodgement *

Letter to be sent to the relevant party and request their Complaints Management Framework.

* within 10 days from Lodgement *

Letter to Complainant confirming referral. Attach relevant party's Complaint Management Framework.

* within 21 days from Lodgement *

FSP to monitor the relevant party's complaints timelines and engage with the relevant party on behalf of the Complainant. Regular Feedback Reports to be sent to the Complainant.

Once the relevant party has made a decision, the FSP must inform the Complainant. Where the complaint was unsatisfactorily resolved, provide the Complainant with the details of the relevant Ombud together with applicable deadlines.

* within 2 days of decision made by the relevant party *

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