

Centrepay Complaints Policy

About this policy

This complaint policy outlines how **Elders Smith and Elliott Townsville** will manage and handle feedback and complaints from Centrepay customers.

Accessing this policy

Our complaints policy can be accessed:

- on our website smithandelliott.eldersrealestate.com.au
- on display in our office
- Available on request

How to make a complaint;

All complaints must be lodged in writing to our office via the following methods:

Email: smithandelliott@elders.com.au

In person: 38 Oxley Street, North Ward, QLD 4810

Mail: PO Box 246, Belgian Gardens, QLD 4810

What to include

To help us resolve your complaint quickly, please tell us:

- Your name, CRN and contact details
- What your complaint is about
- Any relevant dates or details (i.e transaction payment dates)
- What outcome you would like

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

What happens next;

'What customers can expect from us when making a complaint.'

We will acknowledge your complaint within **1 business day** of it being received in writing and will be actioned within 3 business days.

Elders Rural Services Australia Limited has a complaints process where all complaints are responded to as soon as reasonably practicable and remain open until satisfactory resolution has been achieved.

We will review the complaint fairly and impartially, without discrimination or detriment and handle all complaints confidentially, and in accordance with privacy obligations

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

Providing a resolution;

We will confirm the outcome of your complaint in writing or verbally, if a written response isn't possible

How we'll manage an unresolved customer complaint;

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.

If necessary, the complaint is escalated to the branch manager, area manager, executive general manager and/or Elders legal and compliance team for resolution.

Keeping records

Elders Smith and Elliott Townsville maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- important dates of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.

For Further Assistance;

Should you require any additional assistance with your Centrepay complaint, we recommend contacting;

Services Australia;

Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on **1800 132 468**
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:
**Centrelink and Medicare,
Services Australia Complaints and Feedback
Reply Paid 7800
Canberra BC ACT 2610**
- in person at a Centrelink service centre.

Office of Fair Trading;

Office of Fair Trading can be contacted using any of the following:

- by calling 13 QGOV 913 74 68)
- in writing to the following address:
**Office of Fair Trading
GPO Box 3111
BRISBANE QLD 4001**
- in person at the OFT Townsville Regional Office:
**4th floor, State Government Building,
187 Stanley Street (corner of Walker Street)
Townsville Qld, 4810**