



## OMNIUM TECHNOLOGIES PTY LTD

### COMPLAINTS HANDLING POLICY

#### 1. Introduction

This policy sets out how you can make a complaint about Omnium Technologies Pty Ltd ACN 101 181 015 (we, us or our) or our products, services, staff or handling of your complaint. It also sets out how we handle complaints, and the steps you can take if you are not satisfied with our response to, or handling of, your complaint.

We will treat you with respect, and we expect that you will treat our staff in the same manner.

Our complaints resolution process is provided free of charge to all clients and customers.

#### 2. What is a complaint?

A complaint is defined as an expression of dissatisfaction made to or about our organisation, related to our products, services, staff, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

#### 3. How to make a Complaint

You can make a complaint to us:

- (a) by phone: 1300 885 871
- (b) by email: [complaints@omnium.com.au](mailto:complaints@omnium.com.au)
- (c) by mail: PO BOX 7958 Norwest

When making a complaint, please tell us:

- (a) your name;
- (b) your preferred communication method and how we may get in touch with you (for example, by phone or email);
- (c) what your complaint is about; and
- (d) what outcome you are looking for.

#### 4. If you need help making a Complaint

If you need help to make or manage your complaint, you can ask someone else (like a relative or friend) to represent you. We will need your permission to speak to any representative you appoint.

#### 5. How we deal with Complaints

##### Acknowledgement

We will acknowledge your complaint promptly, but in any event within 24 hours of receiving it. We will generally acknowledge your complaint using the same method you used to get in touch with us, unless you have indicated a preferred communication method.

##### Investigation

If we cannot resolve your complaint immediately, we will investigate your concerns and may request further information from you.

##### Resolution

We will provide a resolution to your complaint within 30 days unless your complaint is complex or because of circumstances beyond our control (in which case we will write to you to explain the reasons for delay).

If we reject your complaint, our response will identify and address the issues you raised, set out our findings on the material questions of fact raised in your complaint, and provide a sufficient level of detail so that you can understand the reasons for our decision.

## 6. Escalating a Complaint

If you are not satisfied with how we have handled your complaint, or our response to your complaint, then you can escalate your complaint to the Australian Financial Complaints Authority (AFCA). Our member number is 40102.

## 7. Contacting AFCA

You can contact AFCA:

- (a) by phone: 1800 931 678
- (b) by email: [info@afca.org.au](mailto:info@afca.org.au)
- (c) by mail: GPO Box 3, Melbourne, VIC 3001
- (d) online: [www.afca.org.au](http://www.afca.org.au)

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