

Industry Fund Services Group (IFS) Complaints Management Policy

Approved October 2021

Overview

Purpose	This Complaints Management Policy sets out how the IFS Group manage Financial Advice complaints
Entities Covered	Industry Fund Services Limited. ABN 54 007 016 195, AFSL 232514
Applicable to	All IFS employees, directors and licensed financial advisers
Review	Biennially
Approved By	In accordance with IFS Group Delegations of Authority

What is a complaint?

A complaint is:

Any expression of dissatisfaction (verbal or in writing) related to an IFS product or service, or the complaints handling process itself, where the person is implicitly or explicitly expecting a response or resolution or legally required.

This definition is very broad. A complaint can come in any form or channel, including telephone, voice message, e-mail, letter, comment and social media.

How can clients lodge a complaint?

There are many ways our clients can lodge a complaint. Clients can make a complaint by:

- Speaking to your Adviser
- Mail: Complaints Manager
Industry Fund Services
Level 22, 2 Lonsdale Street,
Melbourne, VIC 3000;
- Phone: 1300 680 821
- Email: riskandcompliance@ifs.net.au

How do we communicate with complainants?

Any person making a complaint to IFS must be treated with respect at all times. All communication with a Complainant will be:

- Courteous and respectful
- Positive and helpful
- Understanding of their position

Some Complainants may have special needs or be considered vulnerable. Where this is the case, we will support the Complainant by:

- Using a telephone interpreter service if required
- Communicating in writing if required
- Meeting in a location easily accessible by a person with a disability
- Any other reasonable step to accommodate their needs.

All Complainants will initially be contacted via telephone if possible to acknowledge and better understand their complaint.

How do we manage complaints?

Internal Dispute Resolution

All complaints must go through our Internal Dispute Resolution process. The process is outlined below:

1. Acknowledge complaint – within 1 business day of receiving the complaint

Within 1 business day of receiving a complaint, IFS will contact the Complainant and acknowledge that IFS has received their complaint and will investigate it. Complainants will receive a response within 30 days and the below Australian Financial Complaints Authority (**AFCA**) details are provided if the complainant is not satisfied with IFS' response.

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

2. Complaint is reported and managed through our complaints management system

All complaints are recorded on our complaints management system and reported to the relevant management committees.

3. Investigation and resolution within 30 days

IFS will investigate and attempt to resolve the complaint with the Complainant within 30 days. IFS will provide the complainant with a written response to their complaint.

If the Complainant is not satisfied with the response, they can escalate the complaint to the AFCA.

If IFS makes a goodwill compensation payment, a settlement agreement must be signed by the Complainant and IFS before payment is made.

What if there are delays?

There may be many variables that can affect complaint response times, including complex issues and availability of information. If there are any delays that are beyond our control, the control of then before 30 days of receipt of the complaint, the complainant must be notified in writing:

- The reasons for the delay;
- Their right to complain to AFCA if they are dissatisfied; and
- The contact details for AFCA.

External Dispute Resolution

IFS has subscribed to the Australian Financial Complaints Authority (**AFCA**) External Dispute Resolution (**EDR**) scheme for complaints relating financial products and services.

AFCA provides Complainants with an independent avenue to resolve their complaints if they cannot do so directly with IFS.