

Dispute Resolution and Complaints Handling Guide

Introduction

Stanley Finance is committed to client service and satisfaction.

This Dispute Resolution and Complaints Handling Guide outlines how we will handle any complaint or dispute that might arise in relation to Stanley Finance activities. We encourage feedback on our performance across all areas of our business and recognise the value of complaints as an important tool in monitoring client satisfaction. Our policy is to deal with all client complaints in a professional and timely manner to establish a resolution that is fair to all parties and accurately reflects all relevant codes and guidelines.

In addition to promoting a culture of fair client treatment, these procedures also assist our business in complying with:

- ASIC Regulatory Guide RG271 (on dispute resolution);
- Australian Financial Complaints Authority (AFCA) scheme rules;
- Australian Standard AS/NZS 10002 (on complaints handling); and
- The National Consumer Credit Protection Act 2009 and associated Regulations.

Definition

We define complaints according to the AS ISO 10002:2006 definition:

"An expression of dissatisfaction made to an organisation, related to its products/ services, or the complaints handling process itself where a response or resolution is explicitly or implicitly expected".

Stanley Finance acknowledge a client's right to raise any dissatisfaction about our service and to receive an appropriate response to the concerns raised. A complaint may be oral or written. At times complaints can be by way of negative feedback which may not require a resolution or formal follow-up. While this type of feedback is valuable, the Policy does not apply to feedback of this nature.

Internal Dispute Resolution Process

Making a complaint

Complaints can be made in writing (letter or email) or verbally (telephone or personal representation).

Contact details for all complaints:

Complaints Handling Officer: Bertie Stanley

Telephone: 02 6372 2211 (during business hours)

Email: bertie@stanleyfinance.com.au

To ensure that we can examine and respond to complaints quickly, complainants are asked to:

- provide contact details (preferably a phone number and email address) so we can discuss the complaint or seek additional information
- provide as much detail as possible about the nature of the complaint, and attach all relevant documents and other information to support the complaint.

Complaint Handling

Complainants will be given a fair opportunity to explain their case. Complaints should be made as clear as possible and provide all relevant supporting material. Phone conferences and/or meetings may be required to discuss concerns and try to find a satisfactory solution. Stanley Finance will liaise with the complainant to ensure that the issues raised are fully examined, and the complaint is handled in accordance with this Policy.

The process, and all the details of the complaint, will be treated in strict confidence.

Following thorough investigation, Stanley Finance will either accept or reject the complaint. If we decide that a complaint is justified, we will then decide what action we should take in response. We will always try to match our response to the nature of the complaint and the effect it has had on the complainant, and we will try to discuss our response with the complainant before making any final decisions. Some of the things we might do include:

- Taking steps to rectify our mistake.
- Providing the complainant with additional information or documents so they can understand what happened or how we have dealt with it.

- Taking steps to change our policies, procedures or systems if the complaint exposes a systemic or recurring problem in the way we do things.

Where a complaint has been made, a written response explaining our decision will be provided.

Time Frame

We are committed to acknowledging all complaints as soon as possible (usually within 2 business days) upon receipt. Once a complaint has been received, we will undertake an initial review of the complaint.

The length of time Stanley Finance takes to resolve a complaint will depend on the nature and complexity of the issues, and the extent of the inquiries required in deciding how to address those issues. We will address complaints as quickly as possible with a final response being provided within 30 days.

Following written notification of the decision, if the complainant is:

- satisfied with our response, or if we do not hear from them within 30 business days of that response, we will consider the matter closed.
- not satisfied with this response, they may provide us with any further material in support of their complaint. We may reconsider our decision if additional material is provided.
- still not satisfied with our response, they have the option to escalate the complaint to our Finance aggregator, Connective on 1300 65 66 37 or report the dispute to AFCA (see external dispute resolution process).

Complainants will be kept informed of the progress of their complaint throughout the complaint-handling process, especially if there is potential not to meet the time standards set out above.

If appropriate, Stanley Finance may also refer the complaint to Connective for independent consideration or input.

External Dispute Resolution Process

Sometimes it may not be possible to resolve a complaint to everyone's satisfaction. Generally if a complainant does not agree with a decision Stanley Finance has made in relation to their complaint they may have the option to treat the matter as a dispute and request that it be referred for independent resolution through External Dispute Resolution with the Australian Financial Complaints Authority (AFCA).

The Australian Financial Complaints Authority (AFCA) offers consumers an accessible, independent and fair external dispute resolution service as an alternative to legal proceedings for resolving complaints with their financial service and product providers.

What complaints are eligible for External Dispute Resolution?

Australian Financial Complaints Authority (AFCA) can only deal with a complaint where the complainant is seeking financial compensation or orders and if the financial service provider has:

- breached a law;
- breached a relevant code of practice;
- not met standards of good practice in the finance industry; or
- acted unfairly towards the complainant

Costs

There is no cost for complainants to access either the Internal Dispute Resolution process with Stanley Finance or External Dispute Resolution process with CIO.

Making a Complaint with the Credit & Investment Ombudsman (CIO)

Complaints can be made via mail, telephone, fax or online using the following contact details:

Online <http://www.afca.org.au/>

Phone 1800 931 678 (9am – 5pm, Monday to Friday, Sydney time)

Email info@afca.org.au

Mail Case Management Team
Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001