

Complaints Management Policy

Australian Capital Funds Management Ltd

Company:	Australian Capital Funds Management Ltd
ACN:	130 957 658
AFSL:	327_505

VERSION CONTROL

Version Number	Date Updated	Notes
1	August 2021	Original document prepared and finalised in consultation with Sophie Grace Pty Ltd.
1.1	November 2022	Review and amendments by Kiko
2	January 2023	Review and amendments by Kevin Fang.

1. INTRODUCTION

- 1.1 Australian Capital Funds Management Ltd our related parties and any outsourced service providers (“**ACFM, we or us**”) are committed to effective and efficient complaints management and to fair and transparent dealings in the financial marketplace
- 1.2 A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

2. OUR COMPLAINTS MANAGEMENT PROCESS

- 2.1 We take your feedback seriously and will work proactively to investigate and resolve your complaint. At this stage we have outsourced our IDR process to Dimension Capital Pty Ltd a related party of ACFM. If you have a complaint, please contact us by any of the following methods:
- (a) Email: admin@dimensioncapital.com.au or
 - (b) Phone: 1300 126 055
 - (c) Post: Suite 1301, Level 13, 570 George Street Sydney NSW 2000.
- 2.2 Any material relating to ACFM’s Internal Dispute Resolution (“**IDR**”) process will be provided to you free of charge.
- 2.3 We will collect certain information from you, including:
- (a) Your name;
 - (b) Your contact details;
 - (c) How you would prefer to be contacted;
 - (d) A description of your complaint; and
 - (e) How you would like the complaint resolved.
- 2.4 We will acknowledge your complaint, within one (1) business day, and give you the contact details of the person responsible for dealing with your complaint.
- 2.5 The person responsible for dealing with your complaint will commence their investigation and may require further details from you. Upon completion of their investigation, the person responsible for dealing with your complaint will contact you with an IDR response. This will provide you with information about:
- (a) the final outcome of your complaint at IDR; and
 - (b) your right to take the complaint to the Australian Financial Complaints Authority (“**AFCA**”) if you are not satisfied with the IDR response and how to contact AFCA.
- 2.6 An IDR response is not required to be provided to you when a complaint is resolved by the end of the fifth (5th) business day of receipt of the complaint, where we have:
- (a) resolved the complaint to your satisfaction; or

- (b) given you an explanation and/or apology when no further action to reasonably address the complaint can be taken.

2.7 A written response will be provided if:

- (a) you request a written response; or
- (b) the complaint is about hardship.

2.8 We may reject or partially reject the complaint, the IDR response must clearly set out the reasons for the decision by:

- (a) identifying and addressing the issues raised in the complaint;
- (b) setting out our findings on material questions of fact and referring to the information that supports those findings; and
- (c) providing enough detail for the complainant to understand the basis of the decision and to be fully informed when deciding whether to escalate the matter to AFCA or another forum.

3. TIMEFRAME FOR RESOLVING COMPLAINTS

3.1 We endeavour to resolve all complaints as quickly as practicable. Many complaints can be resolved within days or on the spot. We will keep you informed in relation to your dispute and will provide you with an IDR response within thirty (30) calendar days of receiving your complaint.

4. IF YOU ARE UNHAPPY WITH OUR RESPONSE

4.1 If your complaint is not resolved to your satisfaction through our IDR process, you have the right to refer your complaint to AFCA. AFCA is an independent and external dispute resolution scheme, of which ACFM is a member.

4.2 You can lodge your complaint with AFCA by sending the relevant information and documents to:

Australian Financial Complaints Authority Limited

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

Fax: (03) 9613 6399

Email: info@afca.org.au

Website: <https://www.afca.org.au/>

5. ACCESSIBILITY SERVICES

5.1 We take our commitment to provide accessible services to customers seriously.

5.2 If you are deaf or have a hearing or speech impairment, you can contact us on the [National Relay Service](#), a government initiative that offers an Australia-wide phone service for people who are deaf or have a hearing or speech impairment. It's available at no additional charge:

- (a) Talk to text users, please call 133 677 and then ask for 1300 180 606 ;

(b) Speak to listen users, please call 1300 555 727 and then ask for 1300 180 606 (c)

Internet relay users, please [connect to the NRS](#) and then ask for 1300 180 606

5.3 If you require this Policy in another language, please contact us at the details below.

6. CONTACT US

6.1 If you have any questions or would like further information about our complaints handling process, please contact us by:

(a) Email: admin@dimensioncapital.com.au;

(b) Phone: 1300 126 055; or

(c) Post: Suite 1301, Level 13, 570 George Street Sydney NSW 2000.

7. OUTSOURCING IDR PROCESS

7.1. From time to time, we may outsource our IDR process to external parties or other entities within our related corporate group.

7.2. In any event, we remain responsible for ensuring that our IDR processes comply with legal and regulatory requirements.