



## Communications Policy & Procedure Feedback & Complaints

May 2009 Version 1.0

Optimum Recoveries Pty Ltd

---

## FEEDBACK or COMPLAINTS

---

### **Commitment & Resource:**

Optimum Recoveries is committed to the efficient and fair resolution of complaints and the resources required for efficient and effective handling of complaints will be made available.

### **Fairness:**

The complaints handling process must always be fair to both the complainant and to Optimum Recoveries and staff members.

### **Visibility:**

The complaints handling process is well publicised within Optimum Recoveries and is available to all members of the public on the web site.

### **Access:**

The complaints handling process is accessible to all. Information on making and resolving a complaint is available, easy to understand and use, and in plain language.

### **Assistance:**

When required, Optimum Recoveries staff will provide the necessary support in the formulation and lodgment of complaints by consumers.

### **Responsiveness & Accountability:**

All complaints will be dealt with promptly and complainants will be treated courteously.

Optimum Recoveries will advise estimated response and resolution times for a complaint. Response times for complaints resolution will be monitored as part of Optimum Recoveries management reporting.

### **Charges:**

The complaints handling process is free.

### **Remedies:**

The complaints handling process has the capacity and authority to resolve and implement remedies.

### **Data Collection & Analysis:**

All complaints and outcomes will be recorded. Optimum Recoveries maintains a complaints register and complaints will be classified and analysed for identification of systematic and recurring problems.

### **Reviews:**

The complaint handling process is regularly reviewed as part of the Optimum Recoveries audit process, to ensure it is efficient and delivering effective and fair outcomes in a timely manner.

### Training & Education:

Optimum Recoveries staff training and education programs are regularly reviewed and upgraded to benefit from the findings and outcomes achieved in the complaints handling process with the aim of limiting the number of complaints.

### Complaints Handling Procedure:

Optimum Recoveries has a complaints handling and monitoring process that is designed to comply with the Australian Standard on Complaints Handling and ensure that your complaint is handled in a fair and appropriate manner.

### Do you have a complaint?

To be able to resolve your complaint we will need:

1. All your contact and identification details: This includes your full name, business and/or company name, phone, fax and mobile numbers, email and postal addresses.
2. Specific details about your complaint: This will allow us to undertake an investigation on your behalf. The details we require include the nature of complaint, reference numbers (if applicable), dates, names, amounts, phone numbers, and our client, if relevant.

### How to lodge a complaint:

To lodge a complaint or provide feedback, please send it to Optimum Recoveries;

If your complaint relates to privacy, email:

[privacy@optimumrecoveries.com.au](mailto:privacy@optimumrecoveries.com.au)

If your complaint relates to compliance, email:

[compliance@optimumrecoveries.com.au](mailto:compliance@optimumrecoveries.com.au)

If your complaint relates to an outstanding account, email:

[info@optimumrecoveries.com.au](mailto:info@optimumrecoveries.com.au)

If you do not have access to email, you can either fax or mail your details to:

### **Optimum Recoveries Pty Ltd**

Level 18, 333 Ann Street, Brisbane, QLD 4000

Fax: 07 3041 0497

### Your rights and responsibilities:

- You have the right to make a complaint and to have that complaint handled.
- The principles of the Australian Standard: Complaints handling outline the manner in which your complaint will be handled by Optimum Recoveries.
- If you are dissatisfied with the result of our investigation or you feel the process was not fair to you, please contact our Compliance Officer using the contact details above.

### Optimum Recoveries obligations and rights

- To use the complaints handling principles to resolve your complaint.
- To resolve all complaints in a fair and equitable matter for both parties.
- To take sufficient time to complete an investigation into your complaint and to keep you informed of the expected completion date or progress made.
- To continuously improve our business and processes.

### **Optimum Recoveries Pty Ltd**

ACN 135 916 219 | Licenced Commercial Agents: PAMDA 33 00 348