



Stockland Financial Services Pty Limited – Customer dispute resolution procedures

INTRODUCTION

We aim to provide the very best service for our customers. Therefore in the event that you are unhappy regarding any part of our service or products, we have an internal dispute resolution process in place to assist in satisfying any complaint or dispute.

In addition to our internal dispute resolution process, we are a member of an external dispute resolution scheme approved by the Australian Securities and Investments Commission (**ASIC**) known as the Credit Ombudsman Service Limited ACN 104 961 882 (**COSL**) through our membership of the Mortgage and Finance Association of Australia (**MFAA**).

POINT OF CONTACT FOR A COMPLAINT

The Complaints Officer for Stockland Financial Services Pty Limited (**SFSPL**) is:

Gary Grennan (*Operations and Compliance Manager, Stockland Home Finance*)

Tel: (07) 3305 8743

email: gary.grennan@stockland.com.au

The Complaints Officer is a senior member within our organisation, and has the necessary experience and authority to handle your complaint or dispute and make relevant decisions on outcomes.

The complaint or dispute need not be in writing and may be presented to us by any reasonable means, for example, letter, telephone, email, fax or in person.

You can also contact us on/at:

Post: PO Box 10160 Adelaide Street, Brisbane, QLD, 4000.

Phone: 1300 559 439

Fax: (02) 89884401

Email: homefinance@stockland.com.au

Should you not be satisfied with the outcome of our internal dispute resolution process you also have the option of contacting COSL on:

Freecall: 1800 138 422

Fax: 02 9273 8400

Email: info@creditombudsman.com.au

WHAT IS A COMPLAINT?

We adopt the definition of '*complaint*' in AS ISO 10002-2006, namely 'an expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected'. This means we will treat informal complaints and disputes seriously and refer them to our internal dispute resolution process **unless** they are resolved to your satisfaction by the end of the next business day from when we receive the complaint or dispute.

AWARENESS

We ensure that all of our staff and contractors who deal with customers, are aware of our internal dispute resolution process, and the name, title and contact details of our Complaints Officer.

We also ensure that all relevant staff and contractors are aware that any complaint or dispute received from a customer is to be immediately referred to our Complaints Officer, and what customer details and information need to be recorded in order for the complaint or dispute to be dealt with genuinely, promptly, fairly and consistently. We undertake not to charge any fee in respect to investigating any complaint or dispute.

INVESTIGATING A CUSTOMER'S COMPLAINT

A customer's complaint or dispute will not be investigated by our Complaints Officer if the Complaints Officer is in any way involved in the subject matter of the complaint or dispute. In this case, the complaint or dispute will be escalated immediately to a higher level of authority within Stockland Financial Services Pty Limited.

TIMELINESS

If reasonably practicable, we will provide a written acknowledgement of receipt of your complaint or dispute immediately, and address your complaint or dispute promptly, unless the complaint or dispute is otherwise resolved in the meantime.

We will provide a final written response to your complaint or dispute as soon as practicable, and in any event, within **45 days** of receipt of any general complaint or dispute, or within **21 days** where the dispute involves a default notice.

Our final written response to your complaint or dispute will state:

- (a) the final outcome of our internal dispute resolution process in relation to your complaint or dispute;
- (b) the reasons for reaching a particular decision, and adequately address the issues that were raised in your complaint or dispute;
- (c) where practicable, applicable provisions in legislation, codes, standards or procedures;
- (d) your rights to take the complaint or dispute to an ASIC-approved external dispute resolution scheme (regardless of the outcome of our internal dispute resolution process); and
- (e) the name and contact details of the relevant ASIC-approved external dispute resolution scheme to which you can take your complaint or dispute.

Essentially, our final written response to your complaint or dispute will confirm our acceptance or non-acceptance (as the case may be) of your complaint or dispute, and where appropriate, offer redress that will be the final outcome of our internal dispute resolution process.

Please note that we are not required to provide a final written response to a complaint or dispute that is resolved to your satisfaction by the end of the next business day from when we receive the complaint or dispute and you have not requested a response in writing.

If we are unable to respond to your complaint or dispute within the relevant time period, we will inform you of the status of the complaint or dispute, the reasons for the delay and of your right to refer the complaint or dispute to the relevant ASIC-approved external dispute resolution scheme, together with the contact details for that scheme.



Where you make an application for a hardship variation or a request for postponement of enforcement proceedings, we will give it consideration within **21 days**. If, within that time period, we do not reach an agreement with you, we will refer you to the relevant ASIC-approved external dispute resolution scheme so that the matter can be resolved.

REMEDIES

If we accept your complaint or dispute, and are of the view that it may be appropriate to offer redress to you, we will, when determining the appropriate remedy, take into consideration the extent of loss or damage suffered by you, any relevant legal principles, the MFAA Code of Practice and other relevant codes of conduct and concepts of fairness and relevant industry best practice.

DATA COLLECTION

Subject to relevant privacy laws, we will retain data concerning your complaint or dispute in such form and manner as we think fit, and will enable analysis according to:

- (a) the type of complainant or disputant;
- (b) the subject of the complaint or dispute;
- (c) the outcome of the complaint or dispute; and
- (d) the timeliness of response.

So that we can identify any systematically recurring problems, we will as far as is practicable and relevant, classify complaints and disputes according to the particular provision of the MFAA Code of Practice alleged by you to have been breached.

We will not disclose any personal information we obtain from you in relation to your complaint or dispute unless:

- (a) required for the purposes of addressing your complaint or dispute;
- (b) we are legally required to do so by any applicable law or legally binding order of any court, government authority, administrative or judicial body, or a requirement of a stock exchange or regulator; or
- (c) we obtain your express consent.

Subject to legal constraints including constraints as to privacy, if requested by ASIC, we will make available any data collected by us in respect of your complaint or dispute to ASIC.

REVIEW

We will review our internal dispute resolution procedures every 3 years to ensure that our complaints systems are operating effectively.

This document was last reviewed on 1 November 2010.