

## **MORRIS FINANCE COMPLAINT RESOLUTION POLICY**

To provide continued excellent customer service, we highly value customer-friendly and efficient complaint handling by all representatives. All actions in dealing with complaints must be handled honestly, fairly and lawfully. We, as a business, approach complaints and the process of resolving them in a positive manner; seeing this as an opportunity to enhance our offering to customers.

### **Process**

When lodging a complaint please provide your name, your best contact information, what your complaint is about, and what resolution you expect.

Once received, the Complaints Officer/Responsible Manager will acknowledge receipt of the complaint within a maximum timeframe of 24 hours. Our intention is to resolve all complaints efficiently with a maximum timeframe of 21 days. We will communicate with you during the investigation in the method that suits your needs (provided it is reasonable) and can talk to your appointed representative if you authorise us to do so. Resolutions to the complaint will be communicated to you in writing.

If the resolution to the complaint is not satisfactory, Morris Finance is a member of the Australian Financial Complaints Authority (AFCA) with a member number of 16072. AFCA can be contacted on 1800 931 678, via [afca.org.au](http://afca.org.au), or to the attention of Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001. This service is free and independent of Morris Finance.