

Customer Complaints Resolution Policy

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Version: 2

1. Introduction

First Australians Capital Ltd ACN 615 225 182 (**First Australians Capital**) is committed to is committed to providing high quality and professional services to all clients and customers.

If you experience a problem or are unsatisfied with our services, we want you to let us know so we can address and resolve your concerns.

2. Let us know how we can help

If you have any concerns about your experience with or the service you receive from First Australians Capital, contact us by:

- (a) Via online form: Click [here](#)
- (b) Email: complaints@firstaustralianscapital.org
- (c) In writing: **Attention: First Australians Capital, 11 Princes St, St Kilda VIC 3182**

First Australians Capital will endeavour to acknowledge receipt of your complaint within three business days and seek to resolve your complaint within seven business days.

First Australians Capital may require more time to respond to complaints where the complaint requires First Australians Capital to consult third parties with whom it works to respond properly. Notwithstanding this, First Australians Capital will endeavour to respond to your concerns in a timely manner.

3. First Australians Capital's complaints management process

This policy outlines the way First Australians Capital will manage any dissatisfaction you may have as a customer of First Australians Capital whether it relates to First Australians Capital's services, staff or its handling of a previous complaint.

In responding to your complaint, First Australians Capital will endeavour to:

- a) take reasonable steps to investigate your complaint, such as undertaking an assessment of any advice given and the circumstances you have described in your complaint;
- b) obtain any additional information, including from any persons named in your complaint, if required; and
- c) communicate a response to your complaint in clear language and in a timely manner.

Depending on the circumstances of your complaint you will be provided with an outcome either verbally or in writing. First Australians Capital will provide you with a written outcome in the following instances:

- a) if you request a written response;
- b) if your complaint relates to any type of hardship such as financial hardship; or
- c) if First Australians Capital considers a written response is appropriate.

4. External review service

First Australians Capital expects its procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied on the resolution (if any), please let us know and we may provide you with alternative external dispute resolution venues to raise your complaint.