



**Maximise Group Pty Ltd**

ABN 75 616 430 347

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**Maximise Funds Management Pty Ltd**

ABN 56 667 821 123 AFSL 557746

## Complaints Handling Information Sheet

This document explains how you can make a complaint to Maximise Group Pty Ltd and related entities including Maximise Funds Management Pty Ltd.

Outlined below is our process for handling your complaint, and the steps you can take if you are not satisfied with our response to your complaint or the time it takes for us to respond.

We acknowledge the importance of having an effective and efficient complaints handling framework which provides us with valuable client feedback. We adopt a client-focused approach and are open to feedback.

**A complaint is:**

*Any expression of dissatisfaction made to or about our business which relates to its products, services, staff or our handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.*

**How can you make a complaint?**

You can make a complaint to us at Maximise Funds Management in any of the following ways:

Email	<a href="mailto:privacyofficer@maximisegroup.com.au">privacyofficer@maximisegroup.com.au</a>
Writing	PO Box 932, North Melbourne VIC 3051
Social media	<a href="https://maximisegroup.com.au/contact">https://maximisegroup.com.au/contact</a>

**What information do you need to provide us?**

When making your complaint, please tell us:

- Your name
- How you wish us to contact you (for example, by phone, email)
- Your adviser's name
- What your complaint is about
- What you are seeking to resolve your complaint

## **Do you need help to make your complaint?**

If you need help to make or manage your complaint, you can appoint someone (for example, a relative or friend) to represent you. Please note that we will need your authority to speak to any representative that you appoint. We can also arrange an interpreter for you to help you make your complaint. If you require access to this document in another language, we can arrange for this to be translated into another language on your request.

## **What happens when you make a complaint?**

We will take the following steps:

**Step 1** - We will acknowledge receipt of your complaint and try to resolve it as quickly as possible. If you made your complaint verbally, we will acknowledge your complaint in the same way. If your complaint was made in writing, we will acknowledge your complaint in writing too, within one business day or as soon as possible.

**Step 2** - If we cannot resolve your complaint immediately, we will need some time to investigate your concerns. We may also request that you provide us with further information to assist with our investigation.

**Step 3** - We will provide you with our written reasons for the outcome of your complaint. If your complaint is not resolved within 5 business days of us receiving your complaint, or if you request a written response, we will provide our written response within 30 calendar days after receiving your complaint.

We are not required to provide you with a written response if:

- Your complaint is resolved to your complete satisfaction within 5 business days, and you have not requested a written response, or
- Within 5 business days of receiving your complaint, we have given you an explanation and/or apology in circumstances where we cannot take any further action to reasonably address your complaint.

## **What happens if we reject your complaint?**

If we reject your complaint (in full or in part), our written response will also:

- Identify and address the issues you raised in your complaint
- Set out our findings on the material questions of fact raised in your complaint, making reference to the relevant supporting information