



# **COMPLAINT RESOLUTION** **PROCEDURE**

## **Introduction:**

The Axess Group Pty Ltd (Axess) prides itself in complying with the legislation and guidelines that governs the collections industry and although we endeavour to keep complaints to a minimum, they are at times an inevitable by-product of the industry.

We treat every complaint seriously and aim to handle every complaint in a way to provide a prompt and fair outcome to all involved.

This document is a guide as to how complaints are handled by Axess.

## **How to make a complaint:**

Complaints can be lodged either verbally or in writing and depending on how the complaint is lodged will determine how it is handled and the process that will be followed within the organisation.

## **Verbal Complaints:**

A verbal complaint can be made by calling our office on 07 3834 3500 or 1800 429 377.

### How will my verbal complaint be handled?

Ordinarily a complaint would be made verbally during the course of a telephone conversation with one of our Account Representatives. If this is the case the Representative will endeavour to resolve the complaint during the course of the telephone call and if successful will note the file of the nature of the complaint and the details of the resolution. If, however, the Representative is unable to resolve the complaint then the complaint will be transferred to the Complaints Department who will also endeavour to resolve the complaint during the course of the telephone call. If they are able to then the Complaints Department will note the file of the complaint and details of the resolution.

Unfortunately, not all complaints can be resolved over the telephone and if this is the case then the Complaints Department will investigate the complaint further before providing a response.

**Written Complaints:**

A written complaint can be sent to us using either of the following methods.

Write to:       The Complaints Officer  
                  Axess Group Pty Ltd  
                  GPO Box 2655  
                  Brisbane Qld 4001

Email:           [axess@axessgroup.com.au](mailto:axess@axessgroup.com.au)  
                  Subject: Attention – The Complaints Officer

Facsimile:       07 3834 3599

**How will my written complaint be handled?**

When a written complaint is received, whether by email, fax or letter, it will be recorded within the relevant file and the Complaints Department will be notified. The Complaints Department will then acknowledge receipt of the complaint and inform the complainant that the matter is being investigated and a response will be provided once they have reached a final outcome.

**Complaint outcomes:**

Once the complaint, whether lodged verbally or in writing, has been investigated we will inform the complainant of the outcome of the investigation and whether the complaint has been accepted or rejected. The outcome will ordinarily be provided in the same method that it was received unless the complainant requests that the response be provided in a different format and it will contain reasons for it being rejected or accepted.

**What if I am unsatisfied with the outcome?**

When Axess provides a response to a complaint we include reasons as to why it has been accepted or rejected and included in the response will be what further avenues are available to the complainant should they disagree with the outcome. These avenues include the Australian Financial Complaints Authority (AFCA), Office of the Australian Information Commissioner (OAIC) and the Telecommunications Industry Ombudsman (TIO).

**What happens if I lodge a complaint with AFCA, OAIC or TIO?**

If a complainant is unsatisfied with the response received from Axess and they choose to lodge a further complaint with an ombudsman or regulator, then Axess will still handle the complaint however it will then be handled between Axess' Complaints Department and the relevant ombudsman or regulator, and they will make a final determination on the complaint and either accept or reject the complaint.