

IDR PROCEDURES – INTERNAL

Receiving complaints

Complaints can be lodged by contacting Paul Gilhooly, the Complaints Officer by:

- telephoning 0410 520 398
- e-mailing paul.gilhooly@bigpond.com
- writing to P.O. Box 4538 Bathurst St PO, Hobart, Tasmania 7000

or by speaking to any representative of our business who will refer complainants to the Complaints Officer.

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 seriously and refer them to IDR unless they are resolved by the end of the next business day.

Any complaint which is resolved to the customer’s satisfaction by the end of the next business day (starting from when the complaint was received) will not require the full IDR process to be applied. There is no need to capture and record the complaint or respond as set out below.

Investigating complaints

The Complaints Officer will review the complaint carefully and promptly, taking such steps and reviewing such documents as a reasonable person would do.

Responding to complaints within appropriate time limits and referring unresolved complaints to an EDR scheme

The Complaints Officer will provide a written ‘**final response**’ to the complainant within 45 days (21 days where the complaint relates to default), which states:

- The final outcome of the dispute at IDR
- The right to take their dispute to EDR (no matter what the result of the investigation was at IDR)
- The name and contact details of your EDR scheme.
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If the Complaints Officer is unable to give a final response within the specified period, the Complaints Officer will, before the end of the period:

- Inform the complainant of the reasons for the delay

- Advise the complainant of their right to complain to EDR
- Provide the complainant with the name and contact details of your EDR scheme.

The NCCP allows credit providers 21 days to consider hardship and postponement applications. At the end of that period, if there is no agreement, there will be no further time to handle the dispute at IDR, and the complainant must be referred to EDR.

When deciding about hardship or postponement applications, the Complaints Officer will give EDR contact details when:

- advising whether the claim has been agreed to; or
- the notification of variation to the credit contract is given within 30 days after the variation is agreed.

The complainant can go direct to EDR regarding disputes involving hardship or postponement which also involve issues with default notices.

Legal proceedings

Unless the statute of limitations is about to expire, legal proceedings will not be commenced or continued nor will any other enforcement action be taken during the IDR period and for at least 14 days from giving a final response.

Recording information about complaints and identifying and recording systemic issues

We will record information in the following tabular form

Date of Complaint & Reference	Name of Complainant	Type (e.g., rates too high; didn't disclose all fees; didn't return calls)	Acknowledged receipt on ...	Result of investigation (e.g., our mistake; client mistaken; to EDR for resolution)	Complainant advised/Date (Phone; Fax; Email ;Letter) NB: keep copy of notification on file:
1 July 2010 Complaint # 001	Fred Bloggs	"Didn't return my calls in time" via email at 5.07pm on 1 July	Emailed Mr Bloggs dated 1 July 2010	Our mistake: resolved the following day by return email	2 July at 10.10am. Copy of email on client file # 7631

If the complaint discloses a systemic issue, I will take immediate steps to ensure the issue is addressed.

The types of remedies available for resolving complaints or disputes

If a complaint is justified, the Complaints Officer will recommend a solution comprising one or more of the following:

- an apology
- compensation
- vary contractual obligations
- a free service.

Internal structures and reporting requirements.

I will do my best to consider complaints fairly and equally. If I am unable to do so I will consider seeking outside assistance to resolve the dispute. I will review these procedures at least annually.

Guiding Principles

- **Visibility** – We will take reasonable steps to ensure customers know about the existence of our IDR procedures and how to make a complaint or apply for hardship or postponement. This information will be readily available, not just at the time a consumer wishes to make a complaint or dispute. All staff who deal with customers, not just complaints or disputes handling staff only, should have an understanding of our IDR procedures.
- **Objectivity** – We will address each complaint in an equitable and objective manner. Where possible, the complaint should be investigated by staff not involved in the subject matter of the complaint.
- **Charges** – The IDR procedures are free of charge.
- **Confidentiality** – We will keep information confidential.
- **Customer focused approach** – We will be helpful, user friendly and communicate in plain English, showing our commitment to resolving complaints.
- **Commitment** – We are actively committed to efficient complaint handling. Our procedures are published on our website.
- **Analysis and Evaluation of Complaints** – All complaints will be classified and then analysed to identify systemic recurring and single incident problems and trends.

Internal Disputes Resolution-External

We at Briarglen Enterprises Pty Ltd T/A Halogen Home Loans believe that it is essential for our customers to be able to identify and deal with a broker who has the ability, authority and proper training to hear and respond appropriately to any complaints or disputes.

We are a member of the Mortgage & Finance Association of Australia (MFAA) and as such we are also subject to the requirement to have in place an Internal Dispute Resolution procedure.

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or by speaking to any representative of our business who will refer you to the Complaints Officer.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing.

When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

We will observe the following principles in handling your complaint:

1. There is no requirement for face-to-face contact between you and us, although it may be useful for us to come to a satisfactory resolution;
2. We expect that both parties will make a genuine attempt to resolve a complaint promptly;
3. We expect that both parties will provide all essential and relevant information, documents, written statements and any other materials that may properly and reasonably be believed to assist in resolving the complaint;
4. We expect that both parties will comply with all reasonable requests from the other party to provide information within a reasonable time frame.

Our external dispute resolution scheme

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001