

# Complaints Handling & Dispute Resolution Guide

Effective date: 15 April 2021

## Police Bank

### Contact Centre

Phone: 131 728 E/N: 88899

### Direct

Phone: 131 728 E/N: 88884

### Sydney

Phone: (02) 8268 2500 E/N: 44850

### Newcastle

Phone: (02) 4908 6200 E/N: 44870

### Canberra

Phone: (02) 6206 7000 E/N: 44860

### Goulburn

Phone: (02) 4827 1000 E/N: 44730

### Wollongong

Phone: (02) 4221 9000 E/N: 44830

### Narellan

Phone: (02) 4640 7000 E/N: 88839

### Email:

[info@policebank.com.au](mailto:info@policebank.com.au)

### Website:

[www.policebank.com.au](http://www.policebank.com.au)

Police Bank strives for quality however there may be times when we don't meet your expectations. When this happens we would like the chance to work towards a successful resolution.

We believe that by listening and acting on your complaint/feedback we may be able to identify a way to improve our service. Our complaints process is a free service and will not affect your legal rights.

How you can lodge a Compliment/ Feedback or Complaint

### **So if you have a complaint here's what to do;**

- Telephone our Contact Centre on 131 728 or
- Log on to our website [www.policebank.com.au](http://www.policebank.com.au) and click on the "important information" link and then under the "About your Bank" section you will find the Complaints and Disputes page, or
- Email us at [info@policebank.com.au](mailto:info@policebank.com.au)
- Complete the Member Complaint/Feedback Form which forms part of this brochure and mail it (no postage stamp required) together with any supporting documents to:

**Complaints Team**

**Police Bank**

**REPLY PAID 63593**

**Sydney NSW 2000**

### **How it works**

1. You may need to provide us with your full name, preferred contact details and a description of your complaint and how you'd like it resolved.
2. We aim to acknowledge your complaint generally within 1 business day and will provide you with a complaint reference number and contact details of the person who will be handling your complaint.
3. Your dedicated complaints handler will investigate your complaint and provide you with an outcome.
4. We will work with you and keep you updated on the progress of our investigations. Our aim is to ensure if we have made a mistake, we address, and rectify the issue so that it does not happen again to you, or any one.
5. Our commitment to you is that we will provide you with a resolution to your complaint within 10 business days. We'll keep you informed of our progress and if we're unable to resolve your complaint within 30 days we'll tell you that we need more time to investigate.
6. In the event of a delay and we're unable to provide you with a final response within 30 days, we'll tell you the reason for the delay, give you a date you can expect to hear an outcome and update you monthly.

We expect our internal processes will satisfy your complaint. However, if an issue has not been resolved to your satisfaction, you can escalate the matter to a Customer Advocate

### **Customer Advocate**

The Customer Advocate is an internal escalation point if you are unhappy with the outcome of your complaint. The Customer Advocate will review the complaint outcome impartially, fairly and makes the final decision on the complaint outcome. While not independent of the Bank, the Customer Advocate is independent within the bank and will identify opportunities to improve on the Banks products, services, systems and processes by providing recommendations and feedback.

Our Customer Advocate, can be contacted by

email: [Customeradvocate@policebank.com.au](mailto:Customeradvocate@policebank.com.au)

mail: Customer Advocate, 25, Pelican Street, Surry Hills 2010, NSW Australia

### **If you're still unhappy with the response**

You can lodge a dispute through the Australian Financial Complaints Authority (AFCA), our external dispute resolution provider. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority (AFCA)

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Postal Address: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001

Family Name (Surname)

Given Name/s

Preferred Title (Please tick) Mr  Mrs  Ms  Other  Member Number

Address

Contact Details Business Hours ( ) After Hours ( )

Mobile

Email

Please outline your complaint or feedback

Have you previously brought this to our attention?

Yes  No

If yes, please provide details of when and who you dealt with in the Bank (attach extra documentation if required)

Member/s Signature

Date