

Dispute Resolution

QPF's Complaints Handling Charter

QPF is committed to providing an efficient, fair and accessible complaints handling process to the benefit of both the company and those who feel they have a genuine complaint to make. The purpose of this charter is to provide a guide to QPF complaints handling process as set out below.

Who can make a complaint?

This charter is intended for any person with any complaint related to the goods and services provided by our company.

What should be included in my complaint?

Please provide details of your complaint including the nature of your complaint; relevant supporting documents; employees with whom you may have previously discussed your issue; relevant dates and times.

How do I make a complaint?

Verbal or written complaints may be made by contacting QPF's Managing Director:

Phone: (07) 3290 7400;
Fax: (07) 3290 4530
Address: PO Box 870, Springwood, QLD 4127.
Email: Brisbane@qpf.com.au

What happens once I have lodged a complaint?

Your rights

Once you have made a complaint you have the right to:

- Include with the complaint any relevant documentation in support of your complaint;
- Be treated courteously;
- Receive prompt acknowledgment of receipt of the complaint and/or prompt resolution;
- Expect the complaint to receive fair and genuine consideration by QPF;
- Have information that you provide treated confidentially unless QPF has reasonable grounds otherwise;
- Have the complaint dealt with in a reasonably prompt manner having regard amongst other things, to the time taken for the receipt and dispatch of mail and the nature and complexity of the complaint;
- Not to be charged for making a complaint;
- Be informed of the outcome and conclusion of the complaint and the reason for the decision.

Your Responsibilities

- Not to make complaints that are frivolous, unnecessary or have been previously dealt with;
- Provide such assistance as QPF may reasonably request for the purpose of assessing and processing your complaint.

External Dispute Resolution

In the event that a complaint remains unresolved despite all reasonable attempts by both parties to resolve the matter, the complaint may be referred by either party, to COSL, an ASIC approved external dispute resolution organization. Further details of COSL's procedure can be obtained from QPF or by contacting them directly (www.cosl.com.au).

Will this process change over time?

The complaints handling process is current at the time of printing and may change from time to time.