

## Resolving Problems

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Fire Service Credit Union offers our members an internal dispute resolution procedure that is:

- readily accessible; and
- free of charge

This brochure explains the internal dispute resolution procedure at Fire Service Credit Union.

## Let's talk about it

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The simplest way of solving a problem is to talk to someone about it. If you are unhappy about something to do with a product or service, we'd like to hear about it.

Our staff are trained to efficiently and courteously deal with all types of problems. So don't hesitate to speak to our staff if something is troubling you. We'd like to know about anything which affects the relationship you have with us.

## Who do you complain to?

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The first place you should take any complaint is to a member of our staff. If at all possible, the problem will be resolved immediately. However, if our staff member is unable to assist, please speak to our Internal Disputes Resolution (IDR) Officer. Our IDR Officer will try to resolve the matter by the next business day.

You may make a complaint:

- by calling us on (08) 8227 2222 during our opening hours
- by email at [fscuhelpdesk@fscu.com.au](mailto:fscuhelpdesk@fscu.com.au)
- visit us at Level 1, 22 Chancery Lane, Adelaide
- write to us at Level 1, 22 Chancery Lane, Adelaide SA 5000

### Our opening hours

- Monday to Friday 8.30am – 4.45pm
- Tuesday 9.30am – 4.45pm

We will usually need your full name, contact details, a short description of your complaint and your desired resolution for us to help you.

If you need some help, contact us using any of the above channels and we will try to assist you e.g. by connecting you with a translation service.

## What happens when you make a complaint?

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We aim to acknowledge your complaint within 1 business day. When we do so, we will also let you know how you can obtain general feedback and progress/status reports of the complaint.

We will investigate your complaint and contact you if we need more information.

When we complete our investigation, we will let you know the outcome.

How your complaint may be resolved will depend on your complaint.

## How will you notify me of the outcome?

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We will ring or write to you notifying you of the outcome. If this is not in your favour, we will write to you telling you:

- the reasons for the decision
- about the evidence we relied on in reaching our decision
- about the consequences of the decision for you
- about what further action you can take

## How long will it take?

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Frequently, complaints are simple cases of confusion or misunderstanding which can be sorted out to everybody's satisfaction very quickly.

However, not all complaints can be dealt with quickly. Our IDR Officer will advise you if they are unable to resolve your complaint by the next business day. Our aim is to have your complaint resolved within 14 days, although in more complex cases (e.g. a complaint about a card transaction overseas) we may need up to 30 days. If this happens, we will write to you advising of this.

## What further options do you have?

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If you are not satisfied with the final outcome of your complaint, or if we fail to resolve your complaint within 30 days, you may pursue the matter further with the Australian Financial Complaints Authority. You can submit a complaint to the Australian Financial Complaints Authority:

AFCA is a free, independent and impartial service established to resolve disputes between participating Financial Institutions and their Members which cannot be resolved internally.

### **The Australian Financial Complaints Authority**

Phone: 1800 931 678 (free call)

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

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

Mail: GPO Box 3, Melbourne Vic 3001

If, however, your complaint refers to Privacy concerns you will be referred to the Office of the Australian Information Commissioner.

### **Office of the Australian Information Commissioner**

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Mail: GPO Box 5218, Sydney NSW 2001