

Internal Dispute Resolution (IDR) Process

Reviewed March 2021

This process relates to Perrier Ryan's response to complaints or disputes lodged by those who deal with us.

What is a complaint:

We adopt the definition of 'complaint' in AS ISO 10002:2018 where a complaint is an

“expression of dissatisfaction made to an organisation, related to its product or service, or the complains-handling process itself, where a response or resolution is explicitly or implicitly expected.”

Our Commitment

Perrier Ryan is committed to providing our clients and colleagues with an excellent, ethical and efficient experience when dealing with our firm, but we recognise that sometimes the experience may fall short of expectations. In such circumstances we will do all that we can to put things right and all that we can in an effort to ensure that the same thing does not happen again.

If you have any concerns about your experience or interaction with us, please speak to a staff member as soon as possible. They will work to try to resolve any problems quickly and satisfactorily.

In the event that a concern, complaint or dispute is more formally lodged, we will use our best endeavours to work with you to resolve that complaint or dispute to the satisfaction of the parties involved and we commit to resolving any concerns or complaints quickly, fairly and efficiently.



1. Complaints/Concerns – what happens

1.1 *Advising us of your concern*

If, for any reason, you feel that you have not received the highest standard of care from us, please share this with us.

We trust you will find the process an easy way to tell us of your concerns, and for those concerns to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

- calling 07 3391 7566
 - please ask to speak with one of the Partners or the Office Manager (Dispute Officers)
- emailing contact@perrierryan.com.au
- visiting www.perrierryan.com.au
- writing to us at PO Box 1420, Coorparoo DC Qld 4151, Attention: Complaints Officer

If you choose to contact us by mail or email, please provide as much detail as possible about your concern. If the concern is lodged by a phone call and we have been unable to resolve your concern in the course of that phone call, we may ask you to then provide details in writing to allow us to fully investigate the concern raised.

1.2 *What to include in your written notification*

It is helpful to us if you provide the following:

- the word 'complaint' in the heading or subject line
- your name, contact details and confirmation of the date that you initially raised the concern
- a description of the problem, with the facts set out clearly – bullet point is often helpful and/or a chronological account of how events unfolded
- any relevant documents
- an indication of what you hope the resolution or outcome to be.

1.3 *Acknowledging receipt*

We will review the complaint carefully and promptly – taking such steps and reviewing such documents as a reasonable person would do, and within a reasonable period of time. We hope that in this way, we will stop any unnecessary escalation. In any event, we will acknowledge receipt of a complaint within five (5) working days.

Our acknowledgement will indicate as a minimum:

- Appointed person to review
- Process to be taken by the firm
- Approximate timeline to address the matter.

1.4 Investigating Complaints

The investigation will adopt a customer focussed approach. We will ensure that we treat you fairly and will work to resolve the concern/complaint as soon as possible.

We will address each complaint in an objective manner and where possible the complaint will be investigated by staff not involved in the subject matter of the complaint. Where there may be an issue of conflict of interest, this will be dealt with as required, when the issue becomes known.

We will keep information confidential and the investigation will be carried out discreetly.

As we will be making a genuine attempt to resolve the concern promptly, we assume that you will genuinely participate in the process and cooperate with us. As part of our investigation we may require and request additional information – we hope that you would comply with that request within five working days. You will be informed of any impact that this request for information may have on the timeline.

In the rare event that we are still investigating a complaint after 20 working days, we will contact you to explain why and to let you know when we expect to complete our investigation.

1.5 What will happen with your complaint

When we have completed the investigation, we will write to you to advise of the outcome and the reasons for our decision. The response will include:

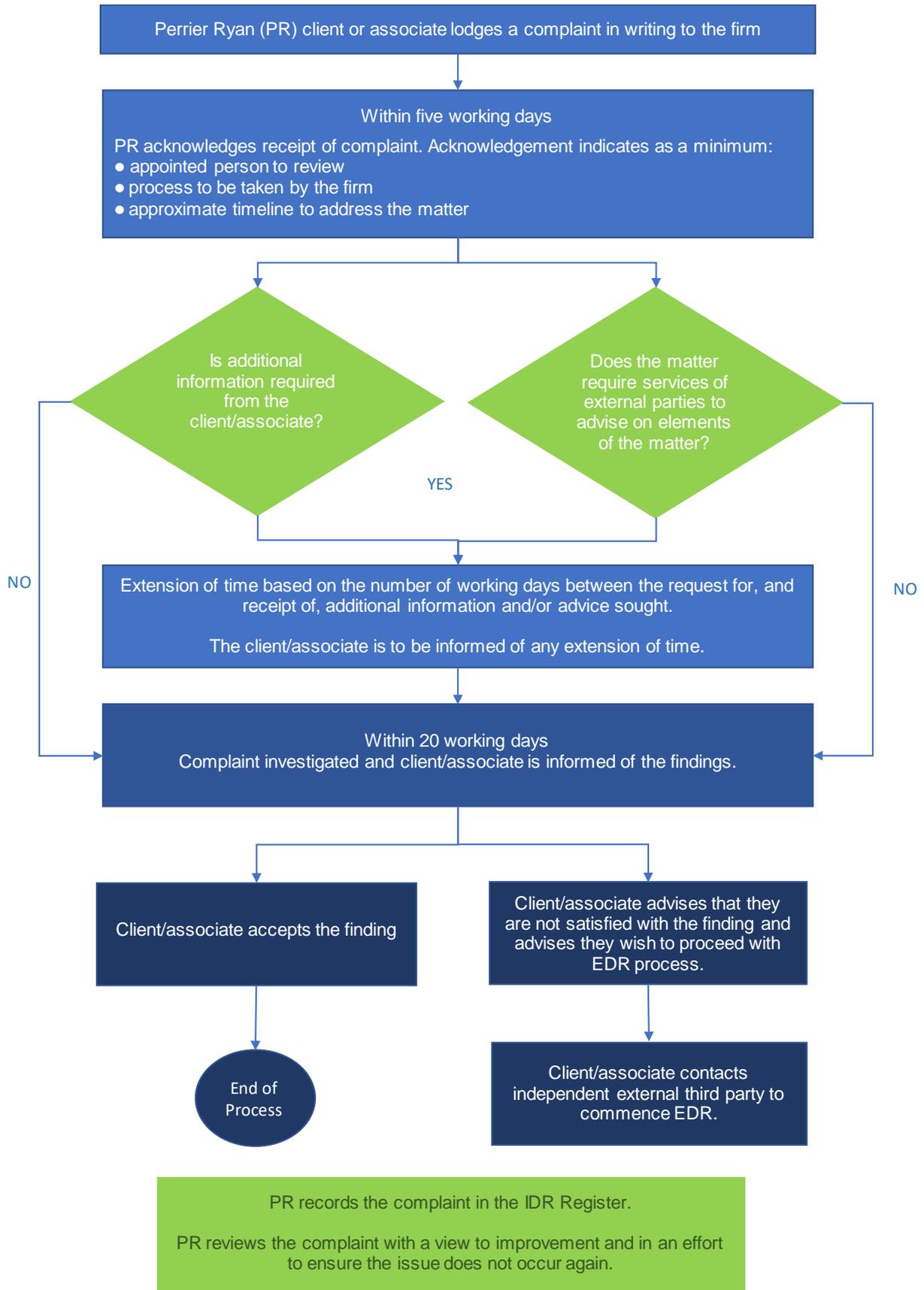
- the actions taken in response to the complaint;
- the final outcome of the dispute;
- the reasons for the decisions made;
- the remedy or resolution; and
- no matter what the result of the investigation at IDR, the name and contact details of our External Dispute Resolution (EDR) provider.

All feedback that we receive, whether good or bad, is important to us as it helps to develop and improve our services and the care that we display in providing those services. As such, where we find that improvements or changes are necessary, we will tell you what action is proposed to ensure that the changes are made.

At this point we hope that you will be satisfied with how we have dealt with your concern and you feel the matter has been resolved, however, if you are not satisfied with our response please let us know and we will work with you to try and address any outstanding issues.

After this, if you still consider that the concern remains unresolved, the matter can be heard by an independent party. This process is referred to as External Dispute Resolution (EDR).

4.0 Flowchart





5.0 Independent complaints body

If, after completion of our IDR process and response, you still feel the problem has not been resolved, you can escalate to an independent body and access the External Dispute Resolution (EDR) Process. We will provide details at the time of the event.

Alternatively, if you are unsure who to contact, call AFCA on 1800 931 678 or ASIC's Infoline 1300 300 630.

