



**Internal Dispute Resolution  
Process**

**(IDR Procedure)**

# TABLE OF CONTENTS

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1.1	SUMMARY OF POLICY.....	3
2.1	IDR PROCEDURES.....	4
3.1	RECORDING COMPLAINTS, IDENTIFYING & RECORDING SYSTEMIC ISSUES.....	6
4.1	VISIBILITY OF IDR POLICY.....	8

## 1.1 SUMMARY OF POLICY

Our business is committed to excellent customer service and the resolution of any concerns or complaints quickly, fairly and efficiently. To ensure our scheme is compliant with ASIC requirements we use an IDR process that has been vetted by relevant industry bodies (FBAA, MFAA & supplied by CAFBA).

- We welcome complaints as a positive means of reviewing and improving our customer services. All complainants will be treated with respect, courtesy and consideration.
- Our internal dispute resolution scheme is open to anyone who deals with us: customers, dealers, lenders, other brokers or consultants, contractors or any other person.
- All representatives are expected to inform complainants about our IDR/EDR processes as soon as they become aware of a concern, to give high priority to resolving complaints quickly and to assist any complainant through the process.
- The Responsible Manager will manage complaints.
- Our Internal Dispute Resolution Manual complies with ASIC's requirements and details how we manage and report complaints.
- We are a member of the Financial Ombudsman Service Limited (FOS) Member # 14925 External Dispute Resolution (EDR) Scheme, as approved by ASIC. We accept EDR scheme decisions and implement their recommendations as soon as we are informed of them.
- The Responsible Manager holds information on complaint statistics and any associated compliance breaches.
- We will report to ASIC annually any compliance breaches indicated through the complaints process and the policies and procedures subsequently implemented to ensure there is no re-occurrence.

## 2.1 IDR PROCEDURES

### Receiving Complaints

Complaints can be lodged by contacting Wayne Elliott or Lauren Chan the Disputes Officers by:

- telephoning: (03) 94293000
- e-mailing: [info@melbournefinance.com.au](mailto:info@melbournefinance.com.au)
- writing to: Melbourne Finance Broking Pty Ltd, PO Box 6105, Hawthorn, Vic 3122

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

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/Disputes 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/Dispute 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 our EDR scheme.

If the Complaints/Dispute Officer is unable to give a final response within the specified period, the Complaints Dispute 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 our EDR scheme.

The NCC 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/Dispute 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.

### 3.1 RECORDING COMPLAINTS, IDENTIFYING & RECORDING SYSTEMIC ISSUES

We will record information in the following tabular form, this is held within our directory:-

- National Consumer Credit Protection\Internal Dispute Resolution

#### MELBOURNE FINANCE BROKING PTY LTD

#### REGISTER OF COMPLAINTS FOR

Accredited Credit Representative's name

Complaint number	Date	Client name	Type of complaint (incl. value)	Handled by whom	Satisfactory outcome?	Date of transfer to Licensee <small>(if not resolved within 5 business days)</small>

Please ensure you follow process and procedures. .

If the complaint discloses a systemic issue, the Complaints/Dispute Officer/Responsible Manager will immediately bring the matter to the attention of the Manager Compliance or Managing Director.

If a complaint is justified, the Complaints/Dispute 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**

The Complaints/Dispute Officer reports directly to the business owners. The Complaints Dispute Officer will make a written report annually as a minimum. The Complaints Dispute Officer will ensure that these procedures are reviewed at least annually and a report on the review provided to the business owners.

### **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.

## 4.1 VISIBILITY OF IDR POLICY

Melbourne Finance Broking Pty Ltd will ensure that the IDR process is recorded on our Website [www.melbournefinance.com.au](http://www.melbournefinance.com.au)

We will also ensure that any ACR's document and provide these details to their clients. Their disclosure documents will be required to detail that they:-

- That they abide by the Internal Dispute Resolution Procedures of Melbourne Finance Broking Pty Ltd
- Melbourne Finance Broking Pty Ltd's ACL Number 387036
- Melbourne Finance Broking Pty Ltd FOS Membership Number 14925
- The Authorised Credit Representatives (ACR) Number
- The Authorised Credit Representatives CIO or FOS Membership Number

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### EXAMPLE IDR EXTERNAL INFORMATION

#### **Melbourne Finance Broking Pty Ltd "MFB" ACN 065 069 570**

MFB believes that it is essential for our customers to be able to identify and deal with an employee or a broker who has the ability, authority and proper training to hear and respond appropriately to any complaints or disputes.

It is a requirement under the National Consumer Credit Protection Act 2009 that we have in place an Internal Dispute Resolution procedure.

#### **Receiving complaints**

You can lodge complaints by contacting the representative acting for you or the Complaints Dispute Officer by:

- telephoning: (03) 94293000
- e-mailing: [info@melbournefinance.com.au](mailto:info@melbournefinance.com.au)
- writing to: Melbourne Finance Broking Pty Ltd, PO Box 6105, Hawthorn, Vic 3122

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 we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (EDR) Scheme.

Our external dispute resolution provider is FOS (Financial Ombudsman Service)

Phone 1300 780 808 422 or [www.fos.org.au](http://www.fos.org.au)

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

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