



Internal Dispute Resolution Guide

for customers

How to make a complaint

Amazing Rentals understands that there are situations when customers are dissatisfied with its service. If you have any concerns or you do not understand a decision we have made, we would like to hear from you.

Amazing Rentals takes all complaints very seriously and aims to provide customers with access to an open and responsive complaints-handling process. Amazing Rentals tries to resolve all complaints fairly and in an efficient, timely manner.

All complaints are dealt with professionally and confidentially by the Store Managers and are referred to the Director if necessary.

Customers can lodge a complaint by telephone, facsimile, e-mail, post, or in person, to any of our branches:

- **Toowoomba**
 - Tel: 07 4613 1110
 - Fax: 07 4641 7510
 - Email: toowoomba@amazingrentals.com.au
 - Post: 47 Russell St Toowoomba QLD 4350

- **Caboolture**
 - Tel: 07 5499 3303
 - Fax: 07 46417510
 - Email: caboolture@amazingrentals.com.au
 - Post: 1/19 Hasking St, Caboolture QLD 4510

It is recommended that complainants complete an **Amazing Rentals Complaint Form**. If you have difficulty completing this form, please ask a staff member for assistance.

Russell St, Toowoomba, QLD. 4350 Ph: 07 4613 1110 Fax: 07 4641 7510

1/19 Hasking St Caboolture QLD 4510 Ph: 07 5499 3303 Fax: 4641 7510

Toll free No# 1800 799 456

Email: info@amazingrentals.com.au

www.amazingrentals.com.au



What information should be included?

- Name and contact details
- Amazing Rentals Contract number
- Date of problem
- Description of problem and relevant supporting documents (if any)
- Resolution sought

The process of handing complaints

Amazing Rentals will deal with all complaints in accordance with its internal procedure:

1. Front-line staff record all complaints in Amazing Rentals' complaint log.
2. Front-line staff acknowledge the complaint in writing or verbally immediately or as soon as practicable.
3. Store manager reviews the complaint and responds promptly and sensitively to the complainant as soon as practicable, requesting further information (if necessary) and acknowledging resolution sought by complainant.
4. Store Manager provides a final response to the complainant within 45 days of receipt of complaint, or within such other time frame permitted or required by law. Where a complaint is in relation to a default notice, or credit disputes involving a hardship notice, or request for postponement of enforcement proceedings, Store Manager provides a final response within 21 days of receipt of complaint, or within such other time frame permitted or required by law. The final response will state the resolution offered by Amazing Rentals (if applicable). If no resolution is offered by Amazing Rentals, the final response will state the reasons for the decision.
5. All final responses will be recorded in the complaint log to enable effective monitoring of the dispute resolution process.
6. If complaint cannot be resolved internally, Amazing Rentals informs the complainant of the External Dispute Resolution Scheme options available to them. These include obtaining legal advice, contacting the Australian Securities and Investments Commission, or contacting the External Dispute Resolution provider, Credit and Investment Ombudsman.
7. An update regarding the status of the complaint is provided to the complainant upon request.

How long will it take to be resolved?

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The management of Amazing Rentals is committed to ensuring that complaints are dealt with in a responsive, efficient, effective, fair and economical way and that each complaint is addressed in an equitable, objective and unbiased manner.

Amazing Rentals aims to provide a final response to the complainant within 45 days of receipt of complaint, or within such other time frame permitted or required by law. Where a complaint is in relation to a default notice, or credit disputes involving a hardship notice, or request for postponement of enforcement proceedings, Amazing Rentals aims to provide a final response within 21 days of receipt of complaint, or within such other time frame permitted or required by law.

Please note that these time frames apply to final responses by Amazing Rentals in accordance with its Internal Dispute Resolution Procedure, and do not apply to any external dispute resolution procedure.

Options for remedy

Amazing Rentals aims to offer appropriate remedies that are fair to both the complainant and Amazing Rentals. Amazing Rentals will always consider the remedy sought by the complainant in determining the appropriate resolution. Depending upon the nature of the complaint, possible remedies include:

- refund;
- product replacement/product repair;
- technical assistance, information, apology; and
- termination of contract.

In some circumstances, it may not be appropriate for Amazing Rentals to offer a resolution sought by the complainant. Where this is the case, the complainant will be referred to our External Dispute Resolution provider, Credit and Investment Ombudsman, for external dispute resolution options.

If complaint remains unresolved

If your complaint or issue is not resolved to your satisfaction by an Amazing Rentals team member, you may contact our External Dispute Resolution provider, Credit and Investment Ombudsman, on 1800 138 422 or www.cio.org.au.

What will the EDR scheme do?

The EDR scheme will assess your complaint or dispute. It may request more information from you or its member about the dispute. An EDR scheme may help you resolve the dispute or it may make a decision.

You may also obtain legal advice or contact the Australian Securities and Investments Commission.

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How to obtain feedback on the status of the complaint or on reasons for decision

Complainants can request an update on the status of the complaint at any time.

Complainants will be advised of the outcome as soon as possible after a decision is made and will be given reasons where possible.

Key points

1. Raise your complaint directly with Amazing Rentals first.
2. If you are not satisfied with the outcome, you can take your complaint to Amazing Rentals' EDR scheme. The EDR scheme will let you know if they can hear your complaint. If the EDR scheme finds in your favour, they can get Amazing Rentals to fix the problem.
3. If you disagree with the EDR scheme's decision you do not have to accept it, and you can obtain legal advice.

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