



## Internal Dispute Resolution Policy

### *for handling customer complaints*

#### Introduction

Amazing Rentals understands that there may be situations when customers might feel they are dissatisfied with Amazing Rentals' service and may wish to make a complaint.

Amazing Rentals takes all complaints very seriously and aims to provide customers with access to an open and responsive complaints-handling process.

Amazing Rentals recognises that complaints:

- are about accountability;
- are an important part of customer service;
- must be managed effectively;
- cost money and reflect badly on Amazing Rentals if not handled properly; and
- can and should lead to business improvement,

and as such, encourages feedback from customers, clients, staff and the public generally.

Amazing Rentals has implemented and maintains a system for complaints management in compliance with the Australian Securities and Investment Commission Regulatory Guide 165 "Licensing: Internal and external dispute resolution".

#### Commitment

The management of Amazing Rentals is committed to ensuring that complaints are dealt with in a responsive, efficient, effective, fair and economical way and is responsible for the operation of the system and the achievement of outcomes.

We want staff to be responsive to feedback and complaints, and as such, we invest time and resources in training all staff members in the dispute resolution policy and procedures.

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](mailto:info@amazingrentals.com.au)

[www.amazingrentals.com.au](http://www.amazingrentals.com.au)



## Scope of Policy

The Dispute Resolution Policy applies to every complainant that makes a complaint.

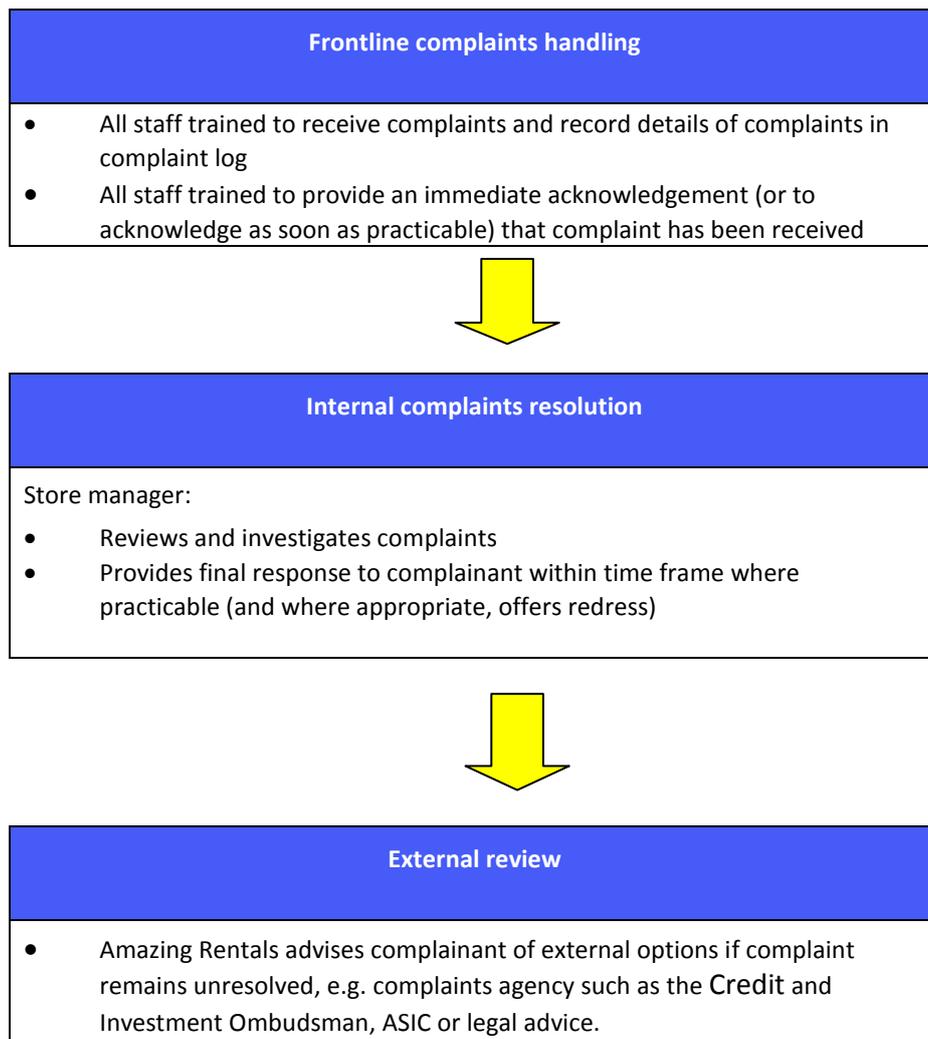
A complainant is a person, including a customer, organisation or its representative, who makes a complaint.

A complaint is an “expression of dissatisfaction made to Amazing Rentals, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.”

An enquiry about a product or service is different from an expression of dissatisfaction and is not a complaint.

## Complaints Management process

Complaints will be handled in accordance with the model indicated below.





## **Resources and Training**

All staff are familiar with the content of the Policy and procedures to deal with complaints, which are located electronically on the Amazing Rentals website and in hard copy in each branch. All staff members are trained in the process of recording a customer complaint and providing an immediate acknowledgement to the complainant.

The Store Manager in each branch is trained and has the authority and competence to deal with a complaint and to resolve a complaint.

## **Visibility and Access**

Amazing Rentals has appropriate mechanisms and strategies for ensuring the public and customers can readily find out:

- where to complain;
- how to complain;
- what information is required when they complain;
- how the complaint will be managed (time frames, progress reports, final response); and
- where complainants can access our complaints management policy and procedures.

Every customer can access the complaint procedure free of charge as Amazing Rentals believes in an open and accessible dispute resolution process. Complaints can also be made verbally, in writing, or in person at an Amazing Rentals branch.

Amazing Rentals advises customers of the complaint procedure in its Terms and Conditions which is given to and signed by every customer. Amazing Rentals also has a document titled Dispute Resolution Guide for Complainants which is located on the Amazing Rentals website and in each branch.

Customers are informed of the External Dispute Resolution scheme through the provision of the EDR flyer and the Customer Information Acceptance Form, which are both given to the customer when they enter into a consumer lease with Amazing Rentals.

## **Responsiveness**

The Amazing Rentals policy is to resolve every complaint internally as soon as practicable.

Amazing Rentals aims to acknowledge all complaints immediately. Where immediately acknowledging receipt of a complaint is not possible, acknowledgment will be made as soon as practicable.

Amazing Rentals addresses complaints in accordance with their urgency. Amazing Rentals also tracks complaints and monitors time frames for resolution.

Amazing Rentals recognises that it is important to keep complainants informed even when there is 'no news' or 'no change'. Amazing Rentals will provide an update on the status of the complaint upon request.



Amazing Rentals aims to provide a final response within 45 days of receipt of complaint. 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 such other time frame permitted or required by law. [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.]

Amazing Rentals may not provide a final response where the complaint is resolved to the complainant's complete satisfaction by the end of the fifth business day after the complaint has been received and the complainant has not requested a response in writing. Where the dispute relates to hardship, a declined insurance claim, or the value of an insurance claim, this will not apply, and we will provide a final response.

If Amazing Rentals cannot provide a final response to the complainant within the time frame, Amazing Rentals' policy is to inform the complainant of the status of the complaint, the reasons for the delay, the right to complain to our External Dispute Resolution provider, Credit and Investment Ombudsman and provide the complainant with the contact details of the Credit and Investment Ombudsman.

Where the complaint is not resolved to the complainant's satisfaction, or Amazing Rentals cannot provide a remedy, Amazing Rentals also informs the complainant that they may contact its External Dispute Resolution provider, Credit and Investment Ombudsman, the Australian Securities and Investments Commission or obtain legal advice.

### **Objectivity**

Amazing Rentals addresses each complaint in an equitable, objective and unbiased manner. Each complaint will be considered on its merits with careful consideration to individual differences and needs.

Wherever possible, a complaint will be investigated by staff not involved in the subject matter of the complaint.

Wherever possible, Amazing Rentals aims to adequately address the issues raised in the initial complaint and provide reasons for reaching a decision.

### **Confidentiality**

Personally identifiable information concerning the complaint will not be disclosed, unless it is needed for the purposes of addressing the complaint, or the customer or complainant expressly consents to its disclosure.

### **Customer-focussed approach**



Amazing Rentals prides itself on its customer service and customer-focussed approach. We aim to communicate in plain English, be as helpful as possible and be open to feedback. We are committed to resolving complaints and disputes so that we can achieve 100% customer satisfaction.

### **Feedback**

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

Complainants will be advised of any available external dispute resolution options available through the Credit and Investment Ombudsman and the Australian Securities and Investments Commission.

### **Remedies**

It is Amazing Rentals' policy to offer appropriate remedies that are fair to both the complainant and Amazing Rentals, with an aim to restore a legitimate complainant to the position they would have been in had the complaint not been necessary. Amazing Rentals will always consider the remedy sought by the complainant in determining the appropriate resolution.

### **Continual Improvement - Collection of Information and Analysis and Evaluation of Complaints**

Amazing Rentals is committed to the continual improvement of the complaints-handling process, and achieves this through monitoring the effectiveness of its dispute resolution procedures.

Amazing Rentals collects and records information regarding the complaint in its complaint log. This information is treated with utmost confidentiality. Personally identifiable information concerning the complaint will not be disclosed, unless it is needed for the purposes of addressing the complaint, or the customer or complainant expressly consents to its disclosure.

Amazing Rentals also analyses and evaluates complaints, and conducts an audit of the dispute resolution process, to identify recurring and single incident problems to help eliminate the underlying causes of complaints.

Reviews of the Internal Dispute Resolution procedures are also conducted by management every 2 years to identify areas of improvement and ensure that the complaints system is operating effectively.

### **Accountability**

The management of Amazing Rentals is accountable to its Director. Reports regarding the complaints are provided to the Director, including actions taken and decisions made, in respect of the complaints.



Amazing Rentals is also accountable to the Australian Securities and Investments Commission, and information regarding complaints, including actions taken and decisions made by Amazing Rentals, will be made available if required by law.