



Internal Dispute Resolution Procedure

for handling customer complaints

This internal dispute resolution procedure must be followed by all staff to enhance the ability of Amazing Rentals to resolve complaints in a consistent, systematic and responsive manner.

1. Record the complaint in the Amazing Rentals Complaint log

Details to include:

- Unique Complaint Number (e.g. D14001 where D is Darwin, 14 is year, and 001 is complaint number)
- Date of complaint
- Name of complainant and customer (if different)
- Customer file number
- Details of complaint and supporting documents provided (if any)
- Resolution sought by complainant. For example:
 - refund;
 - product replacement/product repair;
 - technical assistance, information, apology;
 - termination of contract; or
 - other.
- Name of employee recording complaint
- Category of complaint. For example:
 - financial hardship;
 - defective product;
 - product not delivered, poor service;
 - delay, price, incorrect invoicing;
 - terms of contract; or
 - other.

Note: complaints can be made verbally, in writing, or in person at an Amazing Rentals branch.

2. Immediately acknowledge the receipt of the complaint

- Front line employee who received the complaint to acknowledge complaint in writing (email or letter) or verbally immediately or as soon as practicable.
- If complaint is acknowledged in writing, keep a copy of acknowledgment on customer file.

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



- If complaint is acknowledged verbally, make a file note of conversation with complainant and keep on customer file.

3. Respond to the complaint promptly

- Store Manager to respond promptly and sensitively to complaint.
- The response should:
 - adequately address the issues raised in the initial complaint;
 - acknowledge resolution sought by complainant; and
 - request further information if necessary.

4. Update the complainant upon request and at regular intervals

- An update regarding the status of the complaint should be provided to the complainant upon request and at regular intervals (if requested).

5. Provide a final response to the complainant within time frame and upon request

- A final response means that Amazing Rentals has acknowledged the complaint and where appropriate, offered a remedy that will be the final result at the internal dispute resolution process.
- Store Manager to provide a final response to the complainant within 45 days of receipt of complaint, or 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 to provide a final response within 21 days of receipt of complaint, or such other time frame permitted or required by law.
- Final response should state:
 - the resolution offered (if applicable) by Amazing Rentals and the reasons for the decision where possible; and
 - if no resolution is offered by Amazing Rentals, the reasons for the decision.
- A final response to the complainant does not apply where the complaint or dispute (except for a complaint or dispute relating to hardship, a declined insurance claim, or the value of an insurance claim) is resolved to the complainant's complete satisfaction by the end of the fifth business day after the complaint was received and the complainant has not requested a response in writing.
- Record final response in the complaint log to enable effective monitoring of dispute resolution process.
- If Amazing Rentals cannot provide a final response to the complainant within the time frame, we will 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 Credit and Investment Ombudsman. This step must also be recorded in the complaints log.



6. If complaint remains unresolved

- Complainant should be informed of the External Dispute Resolution Scheme options available to them should their complaint remain unresolved.
- Enclose a copy of the EDR flyer with the final response to the complainant.
- Inform complainant of option to obtain legal advice and contact the Australian Securities and Investments Commission.