



## CASL Governance Ltd - Complaints Resolution Policy

### 1. Introduction

- 1.1 This document sets out the policy of CASL Governance Ltd ABN 97 643 977 833 (“**CASL, we or us**”) and our related bodies corporate and corporate authorised representatives for dealing with your complaints. CASL is committed to fair, timely and effective dispute resolution.

### 2. What is a Complaint?

- 2.1 A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

### 3. Application

- 3.1 Where specific complaint resolution procedures are put in place for an individual funded claim, those procedures will apply and will be consistent with CASL’s commitment to fair, timely and effective dispute resolution. In all other circumstances, the procedure set out below will apply.

### 4. How to make a complaint

- 4.1 We take all complaints seriously and are committed to achieving an efficient and fair resolution of each complaint. A complaint may be made to us by using the contact details for CASL at the end of this policy.
- 4.2 To allow us to investigate and resolve your complaint as efficiently as possible, please provide the following information:
- (a) your name;
  - (b) your full contact details;
  - (c) information concerning your complaint; and
  - (d) the outcome or resolution you are seeking in respect of your complaint.
- 4.3 You may allow a representative to lodge a complaint on your behalf and to be your point of contact provided that we are notified appropriately. Your representative may be a financial counsellor, legal representative, family member, friend or Member of Parliament.

### 5. CASL’s Complaints Resolution Process

- 5.1 CASL’s internal dispute resolution process will be provided to you free of charge.
- 5.2 We aim to acknowledge your complaint, generally within one (1) business day or as soon as practicable, and provide a point of contact for dealing with your complaint. When acknowledging your complaint, we will communicate with you (or your representative) via the communication channels you have notified to us.
- 5.3 We will keep you informed throughout the resolution process where possible and appropriate, and at the conclusion of our investigation we will provide you with a response that sets out our decision and the reasons for our decision.
- 5.4 We endeavour to resolve all complaints within 30 calendar days.

## CASL GOVERNANCE LTD

## **6. How to escalate your complaint if you are not satisfied**

- 6.1 If your complaint is not resolved to your satisfaction through our internal dispute resolution process, you may be able to refer your complaint to an independent alternative dispute resolution process. We will let you know how you may do this and whether other options are available when we provide our final response to you.

## **7. Contact**

- 7.1 Should you have any questions or would like further information, please do not hesitate to contact us via any of the following channels:
- (a) Email: [enquiries@casl.com.au](mailto:enquiries@casl.com.au); or
  - (b) Phone: +61 2 8039 6100; or
  - (c) Post: CASL Governance Ltd, Level 13, 115 Pitt Street, Sydney NSW 2000.

Policy last updated 11 June 2024.