



Complaints Policy

MacarthurCook's Complaints Policy is based on the requirements of ASIC Policy Statement 165 "*Licensing: Internal and External Dispute Resolution*" and Australian Standard AS 4269-1995 on Complaints Handling. MacarthurCook is also required by the Corporations Act to be a member of an external dispute resolution scheme and it has chosen to join the Financial Industry Complaints Service (FICS).

It is MacarthurCook's philosophy that complaints (including any expressions of dissatisfaction) should be dealt with at the earliest possible stage. This prevents complaints from becoming entrenched; preserves customer relationships; and is often the most efficient and cost effective way. MacarthurCook will provide all reasonable assistance in facilitating a client making a complaint.

All complaints are recorded in writing, either by the receipt of a letter, or if received orally, then by the completion of a Complaint Control Form by the officer receiving the complaint. A log of all complaints is maintained by the Compliance Officer. The status on all outstanding complaints is reported to the Managing Director monthly and to the MacarthurCook Board quarterly.

All complaints are acknowledged within 36 hours (by telephone); or 48 hours (in writing); or, where relevant, within the time stipulated in the funds constitution or information memorandum.

All complaints are investigated, a decision reached on the course of action (if any), and the decision communicated to the client, within 45 days of lodgement. On notifying the client of the decision, the client is made aware that if they are not satisfied with the outcome, they may lodge a complaint to the:

Financial Industry Complaints Service (FICS)
31 Queen Street
Melbourne, Victoria 3000
Tel: (03) 9629 7050
Toll Free: 1800 335 405

If a longer period is required, the client and FICS must be notified by MacarthurCook, within 45 days, of the reason why a decision cannot be made within the 45 day period. The client must also be advised that:

- if they are not satisfied with the reason given then they may contact FICS. A decision by FICS will then be made as to whether a longer period is warranted and if so, how much time MacarthurCook will be given to make a decision before FICS will proceed with an application; or
- if the client is not satisfied with the reason given and does not receive a response from MacarthurCook within 90 days, then they may proceed to lodge a complaint with FICS.

Our service standard is to resolve or satisfy complaints as soon as possible.

If the action taken/decision made is believed to have satisfied or resolved the complaint, the matter will be considered resolved after a cooling off period has elapsed.

Each product disclosure statement that is issued is to provide details about how clients can make a complaint and assess the FICS dispute resolution scheme.