Catholic Community Fund - Complaints Policy

Section 1 - Resolving complaints

(1) We strive to provide excellent service. If you are unhappy with a product or service, or we do not meet your expectations, we would like to know so we can continue to improve.

Section 2 - What is a complaint?

(2) A complaint is any expression of dissatisfaction made to or about the CCF, 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.

Section 3 - Making a complaint

(3) This policy guides you in how to raise a complaint, and what to do if you are not satisfied with our response.

Section 4 - How to contact us

841 Hunter St, Newcastle West NSW 2302

Phone (02) 4979 1160

Email ccf@mn.catholic.org.au

(4) We will deal with your complaint in an efficient and timely manner. We will acknowledge your complaint within 1 working day. We will normally resolve your complaint within 5 working days and no later than 30 days.

(5) If we are not able to resolve your complaint in 5 working days, we will contact you with the expected time frame and provide you regular updates

Section 5 - Do you need help to make your complaint?

(6) If you need any other help, just ask. We will do our best to provide any assistance necessary to help you make your complaint. This includes helping you with completing documentation or other reasonable assistance you might need.

Section 6 - What information will help us?

(7) Provide your preferred contact details, so we can easily get in touch.

(8) Any documents or supporting information relevant to your complaint.

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(9) Please tell us how you would like us to resolve your complaint.

Section 7 - What we will do

(10) Acknowledge your complaint within 1 working day.

(11) Investigate your complaint.

(12) Keep you informed on the progress of your complaint.

(13) Try to find a fair resolution to your complaint.

(14) Respond to your complaint in writing, usually within 5 working days.

(15) Keep a record of your complaint.

(16) Keep your complaint confidential.

(17) Inform you what you can do if you are not satisfied with our response.

Section 8 - What if you are not satisfied?

(18) If you feel that your complaint has not been resolved to your satisfaction or if you feel it is taking too long, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides consumers and small businesses with fair, free and independent dispute resolution that is free of charge to consumers.

Section 9 - AFCA

Phone 1800 931 678 (free call)

Email info@afca.org.au

Mail to AFCA GPO Box 3, Melbourne Victoria.

Online at www.afca.org.au

Section 10 - Notations

(19) Diocese of Maitland-Newcastle Catholic Community Fund ABN 59 728 447 508 authorised by CDFMN AFSL Limited ABN 74 623 033 830, AFSL No. 504182

Status and Details

Status	Current
Effective Date	20th December 2024
Review Date	20th December 2027
Approval Authority	
Approval Date	1st October 2021
Expiry Date	To Be Advised
Unit Head	Jenny Chung Director Catholic Community Fund
Enquiries Contact	Catholic Community Fund