

# **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](mailto: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.

(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](mailto:info@afca.org.au)

Mail to AFCA GPO Box 3, Melbourne Victoria.

Online at [www.afca.org.au](http://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

|                           |  |
|---------------------------|--|
| <b>Status</b>             | Current  |
| <b>Effective Date</b>     | 20th December 2024                                 |
| <b>Review Date</b>        | 20th December 2027                                 |
| <b>Approval Authority</b> |  |
| <b>Approval Date</b>      | 1st October 2021                                   |
| <b>Expiry Date</b>        | To Be Advised                                      |
| <b>Unit Head</b>          | Jenny Chung<br>Executive Director and Fund Manager |
| <b>Enquiries Contact</b>  | Catholic Community Fund                            |