

# **Catholic Community Fund - Complaints Guide**

## **Section 1 - Resolving complaints**

(1) We strive to provide excellent service and will deal with your complaint in an efficient and timely manner. 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 document 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)

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

(4) 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?**

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

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

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

## **Section 7 - What we will do**

(8) Acknowledge your complaint within 1 working day.

(9) Investigate your complaint.

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

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

(12) If unable to resolve your complaint in 5 business days, we will write and identify the cause of the delay and provide you with an expected timeframe.

(13) For standard complaints we will aim to resolve your complaint within 30 days.

(14) Notify you of the outcome of your complaint. If resolved within 5 business days, notification will be verbal unless you request a written response. If resolution takes longer than 5 business days we will notify you in writing.

(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.

Phone 1800 931 678 (free call) or +61 1800 931 678 (if calling from overseas)

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

Mail to AFCA GPO Box 3, Melbourne VIC 3001

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

## **Section 9 - Notations**

(19) Diocese of Maitland-Newcastle Catholic Community Fund ABN 59 728 447 508 (CCF) has been engaged by CDFMN AFSL Limited ABN 74 623 033 830, AFSL No. 504182 to manage the complaints process as it may relate to products and services issued on its behalf by CCF.

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	30th June 2026
<b>Review Date</b>	30th June 2029
<b>Approval Authority</b>	Acting Director Catholic Community Fund
<b>Approval Date</b>	3rd June 2026
<b>Expiry Date</b>	To Be Advised
<b>Unit Head</b>	Jenny Chung Director Catholic Community Fund
<b>Enquiries Contact</b>	Catholic Community Fund