

# COMPLAINT FORM



## COMPLAINANT'S INFORMATION

TITLE  MR  MRS  MS  OTHER

GIVEN NAMES  MEMBER NO.

SURNAME

HOME ADDRESS  ADDRESS LINE 1  SUBURB   
 ADDRESS LINE 2  STATE  POST CODE

MAILING ADDRESS (if different from above)  ADDRESS LINE 1  SUBURB   
 ADDRESS LINE 2  STATE  POST CODE

EMAIL

PHONE Mobile:  Work:  Home:

## DETAILS OF PERSON ACTING ON BEHALF OF COMPLAINANT (if applicable)

## COMPLAINT DETAILS

DATE(S) OF INCIDENT(S)  /  /   /  /   /  /

COMPLAINT IN RESPECT OF  SERVICE RELATED  CREDIT CONTROL  FEES  INTEREST RATES  
 LOANS:  HARDSHIP  TERM DEPOSITS  ACCESS CARD  INSURANCE  THIRD PARTY PRODUCT  
 DEFAULT  OTHER—please specify details below...

## SPECIFICS OF COMPLAINT (include on reverse of form or attach additional page if more space required)

## WHAT WOULD YOU LIKE TO SEE SERVICE ONE DO TO RESOLVE YOUR COMPLAINT?

I understand it is important that I provide full details of the complaint(s) and the surrounding circumstances. I acknowledge and accept a failure to do so may delay SERVICE ONE's ability to progress my concerns.

Protecting your privacy: we collect your personal information to better understand your feedback, and, where relevant, contact you. It may be shared within the Group in order to address your feedback. To request access to your personal information, please contact us on 1300 361 761.

I do not wish to be contacted about the feedback I have provided.

SIGNATURE  PRINT NAME   /  /  NO. OF ATTACHMENTS

OFFICIAL USE ONLY  
Received by (operator):  Branch:  Date received:  /  /

# COMPLAINT FORM



## INFORMATION ABOUT COMPLAINT PROCESSING AND HANDLING

Below is the process we adopt to resolve complaints. This will give you a sense of the measures we have put in place to have issues resolved and the options available to you.

### 1. Making a Complaint

If you have a query or complaint relating to the operations of your account or a product or service we have provided to you, you should contact us. If you are not satisfied with the information or response given to you by one of our staff, you should ask to speak with the Team Lead or Branch Manager.

### 2. Member complaint register

If the matter cannot be resolved immediately, we will enter the complaint in our internal Member complaint register and acknowledge receipt of your complaint to you within two (2) working days, update you of progress and an outcome. Our complaints register is reviewed by management on a regular basis.

### 3. Senior Manager, Retail

If you are still not satisfied that the matter is resolved, you should write to our Senior Manager, Retail (SERVICE ONE, Locked Bag 1, DEAKIN ACT 2600).

### 4. Internal Dispute Review Panel

If the Senior Manager, Retail cannot resolve the matter to your satisfaction, you may refer the matter to SERVICE ONE's internal Dispute Review Panel. Our internal Dispute Review Panel is available so that any concerns you may have about SERVICE ONE are addressed promptly. Your complaint will then be fully investigated and a decision made on the matter. In the majority of cases you will be advised of the outcome in writing within ten (10) working days. Should there be exceptional circumstances causing a delay we will advise you.

### 5. Customer Advocate

If you are not satisfied with the response provided by SERVICE ONE, you do have the option of referring the matter to Bendigo Bank's Customer Advocate. As an authorising licensee of SERVICE ONE, Bendigo Bank's Customer Advocate will impartially assess your complaint, keep you informed of the progress and provide you with a response. Bendigo Bank's Customer Advocate can be contacted by:

Phone: 1300 139 572 (+61 3 5485 7919) between 8.30am and 5pm Victorian time, weekdays

Email: [customeradvocate@bendigoadelaide.com.au](mailto:customeradvocate@bendigoadelaide.com.au)

Post/letter: write to Customer Advocate, PO Box 480, BENDIGO VIC 3552

The Customer Feedback Management Policy is supported by detailed procedures covering approach, responsibilities, monitoring, improving the customer experience and reporting and is available by visiting our website at [soalliancebank.com.au/feedback](http://soalliancebank.com.au/feedback).

Alternatively (or following consideration by the Customer Advocate), you may refer your complaint directly to the relevant External Dispute Resolution Scheme.

### 6. Financial Ombudsman Service (External Dispute Resolution Scheme)

If however, in spite of our best efforts, you are still not satisfied, you have access to the Financial Ombudsman Service (FOS). The FOS independently and impartially resolves disputes between consumers, including some small businesses, and participating financial services providers. The FOS can be contacted via:

Financial Ombudsman Service

GPO Box 3

MELBOURNE VIC 3001

Phone: 1300 780 808, (03) 9613 7366

Fax: (03) 9613 6399

Email: [info@fos.org.au](mailto:info@fos.org.au) (general enquiries only)

Website: [www.fos.org.au](http://www.fos.org.au)