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## Public Complaints Handling Policy

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Australasian Property Investments Limited (APIL) appreciates that matters do not always go as planned or expected so complaints may occur from time to time as a consequence of doing business. This Public Complaint Handling Policy (Policy) is to assist you to understand how complaints are handled by us and how you can notify us if you have a complaint.

### Notification of complaint

If you are dissatisfied with the service we have provided to you and you want us to take some action to address the situation you can notify us through:

- An email to [info@apilgroup.com](mailto:info@apilgroup.com)
- A telephone call to the representative who provided the service, or, if uncomfortable making that approach, directly call (08) 9380 3222
- Visiting our offices at Level 2, 50 Kings Park Road, West Perth WA

The format of the lodgement can be written or oral. We may ask you to confirm our understanding of your oral complaint so that we are all clear on the situation.

### Assistance

If you require assistance in expressing your complaint, then we are prepared to listen and help you to set out the details. We are also prepared to engage with a person that you may nominate to act on your behalf however we will require that authorised consent from you (unless they are acting under a Power of Attorney).

If you are more comfortable using a language other than English, please let us know so that an interpreter can be engaged.

### Our process

Once we receive your complaint, we will provide you with an acknowledgement in your preferred method of communication within 1 business day.

We will need to gather information from all parties involved in the complaint and consider that information in light of the situation you have brought to our attention. Consequently, we may need to contact you during our assessment to clarify or obtain further information. We will conduct investigations and assessments in a fair and unbiased manner.

### *Your Personal Information*

As a consequence of gathering information from you we may collect your personal information for the purposes of our investigations and assessments of your complaint. For further information regarding personal information, APIL's Privacy Policy can be found on its website at [www.apilgroup.com](http://www.apilgroup.com).

You will receive APIL's final response with clear explanations for our decisions.

Our final response will be provided to you within 30 calendar days of the receipt of the complaint. However, if your complaint is complex or there are unavoidable delays in receiving requested information from you this may impact our meeting that target. In those unexpected situations we will send you a Delay Notification which will set out the reasons for the delay and that you may escalate this to the Australian Financial Complaints Authority whose contact details are set out towards the end of this policy.



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### Timeframes

A summary of our timeframes are as follows:

- Acknowledgement of a complaint: 24 hours or 1 business day
- Final Response: 30 calendar days generally unless we issue a Delay Notification

### Contact us by

Telephone: +61 8 9380 3222

Email: [info@apilgroup.com](mailto:info@apilgroup.com)

Face to Face: Level 2, 50 Kings Park Road, West Perth WA

Mail: PO Box 472, Subiaco, WA 6904

### Contact details for the Australian Financial Complaints Authority

Telephone: 1800 931 678 between 9:00am–5:00pm AEST/AEDT weekdays

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

Mail: Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne, VIC 3001

Online: via AFCA website [www.afca.org.au](http://www.afca.org.au)

Importantly, making a complaint is at no cost to you at all at any stage.