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# Customer Complaints Brochure

How Metrix Connect handles  
your complaints



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**How Metrix Connect handles your complaint**

Metrix Connect is committed to providing industry-leading service to all our clients. This includes resolving any complaints in an efficient and timely manner.

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**How to make a complaint**

If you would like to lodge a complaint, this can be lodged through your Account Manager or directly to Metrix Connect and addressed to the Complaints Manager at:

Metrix Connect  
Att: Complaints Manager  
6 Akuna Drive, Williamstown VICTORIA 3016

Or via email at:  
complaints@metrixconnect.com.au

Or by calling Metrix Connect directly at:  
03 9397 8000

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**Confidentiality**

We will treat your complaint in a confidential manner and consistent with the Australian Privacy Principles. Should you not wish to have your complaint information shared with particular staff or representatives we will respect and adhere to such requests where reasonably practicable to do so.

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**Our Complaints Handling Process****Step 1 – Contact your Account Manager**

If you would like to make a complaint or provide feedback, contact your designated Account Manager. Inform your Account Manager about your complaint and they will endeavour to resolve any issue you may have.

If you are unable to contact your Account Manager or choose not to, you may contact Metrix Connect and direct your complaint or feedback to the Complaints Manager.

We will formally acknowledge your complaint within 24 hours or as soon as practical. We will endeavour to resolve your complaint within 5 days.

If you are satisfied with our response within 5 days, then we will consider the complaint resolved and no further action or correspondence will be required from you or us.

Where our staff or representatives are unable to resolve the complaint within 5 days, they will escalate the matter to our Internal Dispute Review process and they will advise you accordingly.

**Step 2 Internal Dispute Review (IDR) and review by our Complaints Manager**

If your complaint is referred to the Metrix Connect Internal Dispute Review process our Complaints Manager will acknowledge your complaint within 24 hours or as soon as practical.

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Our Complaints Manager will investigate the circumstances giving rise to the complaint, what remedies may be reasonable in the circumstances, and negotiate a resolution with you.

It is our objective to have all complaints raised with our Complaints Manager resolved within 15 business days of you referring the complaint to our Complaints Manager. If your complaint is complex or if circumstances arise beyond Metrix Connect's control, it may take longer than 15 business days to resolve your complaint. In this case, our Complaints Manager will contact you to agree on a timeframe for resolution.

Our Complaints Manager will regularly update you on the progress of your complaint.

At the end of the process, we will provide you with a formal response detailing the decision that we have made regarding your complaint and the reasons for our decision.



## Our Complaints Handling Process

(Continued)

### Step 3 – External Dispute Resolution - AFCA

If you are dissatisfied with the final outcome of your complaint issued by Metrix Connect, in certain cases, you may be able to refer your complaint to the Australian Financial Complaints Authority (AFCA).

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (ASIC) and its services are free to you. Metrix Connect is a member of this scheme and we agree to be bound by its determination about a dispute.

It is important to note that before AFCA can investigate your complaint, they require you to have first provided Metrix Connect with the opportunity to address the complaint.

AFCA will typically be able to assist the majority of our clients with an unresolved complaint however please be mindful that:

There are time limits for lodging a dispute with AFCA. In most cases, you have two years to lodge a dispute with AFCA from the date of our final response.

Generally, AFCA will only address complaints from individuals and small businesses and will not address matters where legal proceedings have commenced.

#### **Further details regarding AFCA can be obtained from their website, or alternatively you can contact AFCA as follows:**

Australian Financial Complaints Authority  
Mail: GPO Box 3, Melbourne VIC 3001  
Phone: 1800 931 678 (9:00am to 5:00pm AEST/AEDT weekdays)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Internet: [afca.org.au](http://afca.org.au)

## Client Vulnerability

Metrix Connect understands that clients can find themselves in circumstances where they are vulnerable.

If you are experiencing vulnerability, we are committed to assisting you with empathy, sensitivity and compassion.

If you are suffering from vulnerability and have a complaint with Metrix Connect, we encourage you to be transparent, if you feel comfortable to do so, so we can refer you to support and consider how we can best manage your complaint.

If you require translation and interpreting services Metrix Connect recommends you call 13 14 50 to speak to someone at Translating and Interpreting Services (TIS), a 24/7 interpreting service for people who do not speak English. Further information about this organisation can be found at <https://www.tisnational.gov.au/>

National Relay Service (NRS), an Australian wide telephone access service, that can provide additional support for clients who may be deaf or have a hearing or speech impairment. NRS can be contacted on Voice: 1300 555 727, TTY: 133 677 or SMS: 0432 677 767.

There are a number of free external professional support services available to all Australians, please contact the Metrix Connect Complaints Manager who will be able to assist.

