



Complaints Policy

Introduction

At Refundify Pty Ltd, we are committed to providing the highest standard of service to our clients. We value your feedback and take all complaints seriously, using them as an opportunity to improve our services. This document outlines our complaints policy to ensure transparency and fairness in addressing your concerns.

How to Make a Complaint

If you have a complaint about our services, we encourage you to contact us. Complaints can be made in writing, by phone, or via email.

- Email: complaints@refundify.com.au

Information to Include

To help us address your complaint efficiently, please provide the following details:

- Your full name and contact information
- A description of your complaint
- Any relevant documents or information that support your complaint
- Your desired resolution or outcome

Acknowledgement of Complaint

We will acknowledge receipt of your complaint within two business days. Our acknowledgement will include:

- Confirmation that we have received your complaint
- The name and contact details of the person handling your complaint
- An expected timeframe for resolution

Investigation Process

We aim to resolve complaints as quickly as possible. Our investigation process involves:

1. Reviewing the details of your complaint
2. Gathering and assessing relevant information
3. Communicating with you to clarify any issues or gather further details if necessary
4. Making a determination and formulating a response

Resolution Timeframe

We strive to resolve complaints within 10 business days. If we require more time, we will inform you of the reason for the delay and provide an updated timeframe.

Possible Outcomes

Depending on the nature of your complaint, possible outcomes may include:

- An apology and/or explanation

- Corrective action taken to resolve the issue
- Compensation or a refund, where appropriate
- Implementation of measures to prevent future occurrences

Escalation Process

If you are not satisfied with the resolution provided, you may request that your complaint be escalated for further review. Please contact us, and we will escalate your complaint to a senior manager for reassessment.

External Review

If you remain dissatisfied after exhausting our internal complaints process, you may refer your complaint to an external body:

Australian Financial Complaints Authority (AFCA):

- Website: www.afca.org.au
- Phone: 1800 931 678
- Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Confidentiality

All complaints will be handled in strict confidence. We will only share information with those who need it to resolve the issue.

Continuous Improvement

Your feedback is essential for our continuous improvement. We analyze complaints to identify trends and areas for improvement, ensuring that we consistently provide the best possible service.

Contact Us

For any questions or further information regarding our complaints policy, please do not hesitate to contact us at complaints@refundify.com.au

Thank you for choosing Refundify Pty Ltd. We value your trust and are committed to resolving any issues to your satisfaction.

Refundify Pty Ltd
ABN: 12 345 678 910
www.refundify.com.au