

Complaints Handling Process

Any engaged client of licence Thomas Price Pty Ltd (the firm) may raise a complaint with the Authorised Representative with whom they have been dealing with, and or

1. The Director responsible for Complaint Handling via
2. <https://www.thomasprice.com.au/contact-us/> or 03 9654 9797

The firm will respond to you in 1 day or as soon as practical, acknowledging your complaint.

The Director will immediately investigate the complaint with the relevant Authorised Representative, and obtain client files / CRM access.

If the Authorised Representative / Director is unable to resolve the complaint in the first phone call or meeting (within 5 days), the Firm will provide a detailed response to the you within 30 days of the complaint being received.

Before a detailed response is provided; the following information will be gathered from the you:

- The nature of the complaint
- Parties to the complaint
- Action or non-action from the Authorised Representative which triggered the complaint
- Any supporting documentation

What will be in the detailed response?

- The final outcome of complaint
 - Where the firm rejects the complaint (or partially rejects the complaint), the report will include the reasons why
- If you are unhappy with the detailed response, we will provide contact details to ACFA – (the External Disputes Resolution body with whom the Firm is a member).