



# Complaints Handling Procedure

At Iress, we take your complaints and any expressions of dissatisfaction seriously. We will always try our best to resolve any issues identified promptly and learn from your valuable feedback. To help us reach our complaint handling goals and to ensure our systems are continually improving we have created the following procedure to ensure any matters raised are unbiasedly investigated and within reasonable time frames.

## Contact us

You can raise your concerns to Iress via a number of channels including:

M: Level 16, 385 Bourke St, Melbourne, VIC 3000

P: 03 9018 5800

E: [aus-compliance@iress.com](mailto:aus-compliance@iress.com)

 [iress\\_global](#)  [@iress](#)

We do not want you to experience any barriers when making your complaint. If you would like or require additional assistance in lodging your concerns, our friendly team is able to provide a range of services free of charge.

## Our process

Upon receiving your complaint, our teams will provide you with a complaint acknowledgment. The acknowledgment will provide you with general information about our complaints handling process, the applicable time frames for a response from us, and alternate avenues you can pursue (see *Alternate avenues* below).

Our team will look to investigate your complaint thoroughly and provide you with a response within the applicable timeframe (see *time frames* below). If our investigation alerts us to an error on our part, we will work quickly to resolve the issue.

## Time frames

- Standard complaints will be responded to within 30 days
- Traditional trustee complaints will be responded to within 45 days
- Superannuation trustee complaints will be responded to within 45 days
- Superannuation death benefit complaints will be responded to within 90 days

## Alternative avenues

The Australian Financial Complaints Authority (**AFCA**) is also able to accept your complaints, should you be unhappy with our response to your complaint, or you do not wish to communicate with Iress directly. AFCA is an impartial and independent service that works with complainants and companies

to reach a resolution. AFCA is free of charge. Time limits can apply to your complaint, as such you should act promptly or review AFCA's website for the relevant timeframes applicable to your circumstances.

AFCA's contact details are:

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

P:1800 931 678

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

W:[www.afca.org.au](http://www.afca.org.au)

At Iress, our goal is the continual improvement of our services, and as such we don't always see complaints as negative. We will treat your concerns with the respect and sensitivity they deserve.

Unfortunately, in some circumstances, it may not be possible to provide you with the outcome you are expecting. If this occurs, we will clearly explain our reasoning as to why we have reached our decision. Whilst we acknowledge that you may have experienced frustrations which have led you to the raising of a complaint, we ask that you treat our representatives with respect, as they will always treat you respectfully.

If you would like any further information on the Iress complaints handling procedures, please reach out to our friendly representatives to discuss further.