



Complaints Policy

Iress OSM Pty Ltd (ABN 90 094 584 755)

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1. Introduction

Iress OSM is authorised to provide financial services according to an Australian Financial Services Licence (AFSL). Iress OSM is a wholly owned subsidiary of Iress Limited (Iress).

This Complaints Policy only applies to the financial services provided by Iress OSM under its AFSL, being Financial Knowledge Centre and Risk Researcher.

This Complaints Policy outlines:

- How you can make a complaint;
- Additional assistance available to make a complaint
- Key steps for dealing with your complaint, including response times; and
- How to access the Australian Financial Complaints Authority (AFCA) when your complaint is not resolved.

For any other complaints, Iress is committed to resolving your concerns and these will be handled in accordance with our internal complaint management procedure. We will investigate the issue and provide a response as soon as practicable.

2. Purpose

If we haven't met your expectations, we want to hear from you.

We are committed to delivering high-quality products and services. We have a positive complaints culture and recognise that complaints and feedback provide valuable insights into how we can improve. We take all complaints seriously and aim to resolve them fairly and efficiently.

What you can expect from us:

- Access to a clear and simple complaints process.
- Complaints are acknowledged promptly.
- Fairness, respect, and confidentiality.
- Resolution of your complaint as quickly as possible and being kept you informed.
- Identify opportunities to improve our services and operations.
- We take appropriate action to prevent issues from recurring

3. How to make a complaint

You can lodge a complaint by:

- **Call us:** Support team on 1300 130 069
(8:00am to 7:00pm, Monday to Friday AEST/AEDT).
- **Email us:** resolutionofficer@iress.com

If available to you:

- **Online:** Submit a request on [IressConnect](#)
- **Relationship Manager:** Speak with your Relationship Manager

4. What information to include in your complaint

We take all complaints seriously and seek to resolve them in an efficient and fair manner. Providing the following information will help us resolve your complaint more efficiently:

- Your name and contact details
- A description of your complaint and what has gone wrong
- Details of any previous contact with us about the issue
- The outcome you are seeking

5. How we handle complaints

- **Acknowledgement:** We will acknowledge your complaint within 24 hours (or 1 business day) or as soon as practicable (either verbally or in writing).
- **Early Resolution:** Where possible, we aim to resolve complaints at the first point of contact or within 5 business days of receiving the complaint. If we resolve your complaint to your satisfaction within 5 business days, we will not provide a written response unless requested by you. In some cases, the complaint outcome may be an explanation or apology.
- **Further information:** We may contact you to request additional details to assist with our investigation
- **Updates:** If your complaint is complex or requires further investigation, we will keep you informed of progress and expected timeframes.
- **Investigation:** We will investigate your complaint by reviewing and assessing all available information:

If your complaint is not resolved within five business days, we will confirm the outcome with you in writing.

We aim to provide a final response within 30 calendar days which will include:

- The outcome of your complaint (either confirmation of our actions to resolve your complaint or rejection or partial rejection of your complaint)
- Reasons for our decision (if we reject or partially reject your complaint)
- How you can access any relevant information
- Information about your right to escalate the complaint (where applicable)

If we cannot provide a final response within 30 calendar days, we will send you a delay notification outlining the reasons for the delay, your right to complain to the Australian Financial Complaints Authority (AFCA) and their contact details.

6. How to access AFCA if you are not satisfied

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

If the complaint is not resolved to your satisfaction, you can lodge a complaint with AFCA:

- Phone: 1800 931 678 (free call)
- Email: info@afca.org.au
- Website: www.afca.org.au
- Mail: AFCA, GPO Box 3, Melbourne VIC 3001

Time limits may apply to the complaint to AFCA, so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances may expire.

7. Privacy and Confidentiality

Your complaint will be handled in accordance with our [Privacy Policy](#).

8. Additional assistance

If you need help with making a complaint

You may appoint someone else to manage your complaint on your behalf, for example, a friend or family member, a legal representative or financial counsellor. We will talk to your representative if you authorise us to do so.

Accessibility support

For customers who are deaf, hard of hearing and/or have a speech impairment, the National Relay Service (NRS) provides call options that can be accessed by phone, web or teletypewriter (TTY).

- To make a call through the NRS all you need to do is contact the NRS on 1300 555 727 (standard and overseas calls) and ask for 1300 130 069.
- TTY/Voice Calls 133 677 then ask for 1300 130 069.
- Depending on your needs, you can also choose one of the relay calls options on the National Relay Service site at <https://www.accesshub.gov.au/>.