

# Complaint management policy



## Our commitment

At RAC, our purpose is to protect and enhance the lifestyle of our members by offering great products and services and investing in initiatives that help make life better for everyone in WA.

We are for all Western Australians, this means:

- » Ensuring we contribute to a safe, sustainable and connected future for WA
- » Providing products and services of real value
- » Being open, responsive and fair in the way we conduct our business
- » Responding to member feedback
- » Helping those who experience vulnerability

## Feedback and complaints

We're always open to hearing from you, whether it's a compliment, suggestion or complaint. It is important for us to know what we do well and we're just as keen to know if we haven't met your expectations.

Where possible we'll resolve your complaint straight away, if we can't we'll resolve it within 30 days.

## How to lodge a complaint

You can lodge a complaint with us in-person, at one of our branches, by telephone, mail or email. Our contact details are provided below.

Tel: 1300 736 290

Mail: PO Box 1306, West Perth WA 6872

Email: [finance@rac.com.au](mailto:finance@rac.com.au)

Website: [rac.com.au/about-rac/contact-us/complaints](https://rac.com.au/about-rac/contact-us/complaints)

Where possible, we may ask for further relevant information to assist with our process. This can include:

- » A description of the complaint
- » Your desired outcome
- » Any instructions you would like us to follow, such as how to contact you or any support needs you may have

## **Our approach to dealing with your complaint**

When handling a complaint, we endeavour to be objective and responsive in order to achieve a fair, reasonable and timely outcome. We'll ensure that all complaints are appropriately documented and investigated. This is our commitment to you.

We'll adopt the following principles when dealing with a complaint:

### **Responsive**

We'll acknowledge and consider the nature of the complaint and respond promptly. We'll communicate timeframes for a resolution and we'll let you know if there may be a delay.

### **Objective and Fair**

We'll assess your complaint objectively and investigate as needed.

### **Transparent**

We'll be courteous and professional in all interactions with you. We'll be open with you throughout the process, providing you with a single point of contact, and explain the reasons for our decision.

## If we are unable to resolve your complaint

We'll work with you to remedy any concerns however, if the matter is not resolved within 30 days, or you are dissatisfied with our response, you can refer your complaint to the Australian Financial Complaints Authority (AFCA) at any time and at no cost.

AFCA is an independent free service which resolves disputes between customers and their credit provider who have a complaint in relation to their loan contract. AFCA will advise if they can assist. Any decision made by AFCA will be binding on us if accepted by you. If you do not accept the decision, it is not binding and does not exclude other remedies.

Tel: 1800 931 678

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

Email: **info@afca.org.au**

Website: **afca.org.au**

RAC Finance is committed to making this Policy accessible. Please refer to <https://rac.com.au/about-rac/site-info/accessibility>.

## Continuous improvement

We're committed to ensuring that we continue to provide high quality of service, therefore this policy and our approach to complaints will be reviewed on a regular basis.

RAC Finance is also bound by other legislation and standards regulated by ASIC.



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or email [finance@rac.com.au](mailto:finance@rac.com.au)