

# Partner/Investor Complaints Resolution Policy

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**Version: 2**

## Introduction

First Australians Capital Ltd ACN 615 225 182 (First Australians Capital) is committed to delivering high quality and professional services in its interactions with partners and investors.

If you experience a problem or are not satisfied with our services, please let us know so we can help.

### **1. Get in touch with your First Australians Capital contact**

As a partner of or investor in First Australians Capital, you will likely have a primary contact within our organisation who manages your account or day to day interactions with us.

At first instance, please speak with your First Australians Capital contact. This is the person most familiar with your organisation and dedicated to ensuring our collaboration is successful.

### **2. Escalate your complaint**

If you do not feel comfortable raising your complaint with your First Australians Capital or your First Australians Capital contact is unavailable, please contact the Managing Partner by:

- a) Calling: 0466 770 452
- b) Email: [milin@firstaustralianscapital.org](mailto:milin@firstaustralianscapital.org)

### **3. Lodge a formal complaint**

If you are dissatisfied with our responses under steps 1 and 2 above, you may lodge a formal complaint by contacting us by:

- (a) Via online form: Click [here](#)
- (b) Email: [complaints@firstaustralianscapital.org](mailto:complaints@firstaustralianscapital.org)
- (c) In writing: **Attention: First Australians Capital, 11 Princes St, St Kilda VIC 3182**

First Australians Capital will endeavour to acknowledge receipt of your complaint within three business days and seek to resolve your complaint within seven business days.

First Australians Capital may require more time to respond to complaints where the complaint requires First Australians Capital to consult third parties with whom it works to respond properly. Notwithstanding this, First Australians Capital will endeavour to respond to your concerns in a timely manner.

In responding to your complaint, First Australians Capital will endeavour to:

- a) take reasonable steps to investigate your complaint, such as assessing any advice given and the circumstances you have described in your complaint;
- b) obtain any additional information, including from any persons named in your complaint, if required; and
- c) communicate a response to your complaint in clear language and in a timely manner.

Depending on the circumstances of your complaint you will be provided with an outcome either verbally or in writing. First Australians Capital will provide you with a written outcome in the following instances:

- a) if you request a written response;
- b) if your complaint relates to any type of hardship such as financial hardship; or
- c) if First Australians Capital considers a written response is appropriate.

#### **4. External review service**

First Australians Capital expects its procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied with the resolution (if any), please let us know, and we may provide you with alternative external dispute resolution venues to raise your complaint.