

## RENTSMART CUSTOMER COMPLAINTS POLICY

### Our commitment

At RentSmart, we strive to give you an excellent customer experience. If we make a mistake, or if our service doesn't meet your expectations, we want to know. RentSmart is committed to providing prompt, effective solutions whenever our customers have a reasonable basis for dissatisfaction or concern.

### What to do if you have a complaint

You may tell us about your concern or complaint by telephone, email or regular mail:

	1300 855 555
	solutions@rentsmart.com.au
	Solutions Officer RentSmart Pty Ltd PO Box 991 West Perth WA 6872

### What you can expect from us

If we're speaking to you directly, we'll try to resolve your concern on the spot.

If we can't resolve your complaint to your satisfaction when you first draw it to our attention, our dispute resolution process is available to you.

We will refer your complaint to the relevant manager for investigation and resolution. We aim to provide you with a written acknowledgement of your complaint, which will include the name and contact number of the person who is investigating your complaint, within 5 working days of receiving it.

Once we've completed our investigation, we'll let you know in writing what we consider would be an appropriate resolution to your complaint, with our reasons.

In most cases, you can expect us to provide a written response to your complaint within 10 working days. Sometimes, because of the complex nature of the complaint or because we need to obtain information from other parties, resolution may take longer than this. If we expect that we will not be able to offer a resolution within 21 days of becoming aware of your complaint, we will

inform you that we need more time to complete our investigation. However, unless there are exceptional circumstances, in which case we will inform you concerning the reasons for the delay, we will complete our investigation and provide a response within 45 days of receipt of your complaint.

## External Dispute Scheme

In the unlikely event that your complaint cannot be resolved directly with RentSmart, an external process for resolving disputes is available to you. The Financial Ombudsman Service (FOS) is a free and independent dispute resolution service. You can contact the FOS:

- by calling 1300 780 808;
- by visiting [fos.org.au](http://fos.org.au);
- by faxing 03 9613 7345; or
- by writing to:

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001.