
Complaint Management

How Metrix Connect representatives
will handle your complaint



About this document

At Metrix Connect, we are committed to ensuring you are provided with the service you deserve. If we, or one of our representatives didn't meet your expectations in any way, we would like to hear about it.

This guide covers complaints made to or about our authorised representatives in relation to the services or products they have provided to you. It also applies to complaints made to or about us in relation to our services.

How to contact us or our authorised representative with a complaint

If you have a complaint about the service you have received from one of our authorised representatives, please contact them in the first instance and they will attempt to resolve it for you immediately. You can contact them by phone, email or post using the details shown on an invoice or correspondence you have received from them.

If they are unable to resolve the issue, or if you'd prefer not to contact them, you can contact us on the following details:

Phone: 03 9397 8000

Email: complaints@metrixconnect.com.au

Post: 4 Akuna Drive, Williamstown VIC 3016

Please let us or the authorised representative you are dealing with know if you require assistance for communication barriers when dealing with us. We are happy to provide further information about language translation and hearing support services that are available.

How we will handle your complaint

We and our representatives aim to resolve your complaint quickly and fairly.

Your complaint will be acknowledged within one business day of receipt.

We will review your complaint and investigate the circumstances giving rise to it, requesting additional information from you if required.

If we have resolved your complaint within five business days from when it was first received, we will confirm the actions we have taken to resolve it with you in writing.

We will provide you with our response to your complaint within thirty calendar days from when it was first received and keep you informed by providing you with progress updates at least every ten calendar days.

You will be provided a formal response to your complaint, detailing the findings of our review and reasons for any decisions we have made, if:

- We were unable to resolve your complaint within five business days after it was first received;
- You have requested a response in writing, or
- Your complaint is about financial hardship, a declined claim or the value of a claim.

Our Internal Dispute Resolution (IDR) review process

A member of our Dispute Resolution team will review the matters you have raised in your complaint.

You will be provided with the name and contact details of the person who is handling your complaint.

If you are not satisfied with their response at the conclusion of the complaint process, you can refer your case to Steadfast Customer Advocacy or an External Dispute Resolution service.



Steadfast Customer Advocacy service

If we are unable to resolve your complaint to your satisfaction, as a Steadfast Network Broker we have access to a free, additional, proactive service known as the Steadfast Customer Advocacy service. It can assist if you have a problem related to satisfaction, or fair treatment in relation to your dealings with us, or your insurer. The service can be accessed by contacting them on:

Phone: 02 9495 6500 (as to speak to Customer Advocacy Service)
Email: customeradvocacy@steadfast.com.au

External Dispute Resolution**Australian Financial Complaints Authority (AFCA)**

AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA on:

Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Post: GPO Box 3, Melbourne VIC 3001
Website: www.afca.org.au (online complaint form available)

The Office of the Australian Information Commissioner (OAIC)

For privacy complaints, you can contact OAIC on:

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Post: GPO Box 5218, Sydney NSW 2001
Website: www.oaic.gov.au (online complaint form available)

Your Privacy

For information on how we protect your privacy, please refer to our Privacy Policy available from www.metrixconnect.com.au



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