

Complaints Handling Procedures Policy



"Complaint: an expression of dissatisfaction conveyed about a product or service offered or provided"

Our policy provides:

- 1. the opportunity to resolve complaints quickly and directly;**
- 2. the ability to identify and address recurring problems, which can lead to product improvements;**
- 3. the capacity to provide solutions to a problem;**
- 4. Improvement of levels of investor confidence and satisfaction.**

We have appointed a Complaints Officer who will oversee the complaints process on behalf of the Company. That person will be responsible for liaising with you to ensure that the issues that you have raised are fully examined in accordance with our policy. The process and all the details of your complaint will be treated in strict confidence and we generally do not disclose any information about your complaint to anyone outside of our Company, unless the complaint has been escalated to an external dispute resolution process.

A summary of the steps you can take if you have a complaint are as follows:-

1. Contact us and explain the problem. You should make your initial complaint as clear as possible, and provide all the supporting material you can to help support your claim.
2. If your problem cannot be resolved over the phone, make a formal written complaint to us.

Where you have made a written complaint we will acknowledge receipt of the complaint within 24 hours. We will act in good faith to deal with the complaint by endeavouring to correct any error which is capable of being corrected.

Once your complaint has been reviewed we will provide you with a response, within 7 working days, explaining our decision or any remedies (if any) available. We aim to resolve complaints as soon as we can after receiving them. In some cases, the circumstances or complexity of the complaint may mean that it will not be possible to finalise your complaint immediately however we will provide you with updates on the progress of your complaint and the likely timeframe for finalising your complaint.

All complaints should be addressed to:

Complaints Officer
SQP Pty Ltd
PO Box 1705
BALLARAT VIC, 3354

Alternatively, you can email your complaint to admin@sqpgrain.com.au