

Six Star Rentals Complaints and Dispute Resolution Policy.

Six Star Group Australasia Pty Ltd trading as Six Star Rentals (ABN 92 626 410 428) authorised by Connected Loans Discretionary Trust (ACL 492362)

*Effective
6th July
2017.*

Please read this booklet to find out more about Six Star Rentals Dispute Resolution Policy.

If you have any questions, you can always call us on
1800 678 277

Six Star Rentals

Complaints and Dispute Resolution Policy.

Can we help? If you have any questions about the information provided here, or you would like to know how to be more energy efficient, please call us 1800 678 277, visit www.sixstarrentals.com.au/complaints and complete an online enquiry.

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1. Purpose.

Six Star Rentals recognises the value of customer complaints as an important tool in monitoring and responding to customer expectations. For Six Star Rentals to respond appropriately to complaints, the complaints should be properly recorded and assessed as part of an ongoing complaints management process.

The purpose of the Six Star Rentals Standard Complaint and Dispute Resolution Policy is to:

- (a) Recognise, promote and protect customers' rights to complain about their dealings with Six Star Rentals.
- (b) Ensure that an accessible complaints management process is in place.
- (c) Take appropriate action to resolve complaints as required.
- (d) Provide a mechanism for resolving complaints in a timely, efficient and courteous manner.
- (e) Record, assess and review complaints on an ongoing basis to improve the products and services offered by Six Star Rentals.

2. Objective.

- (a) The objective of this Policy is to embed an effective and efficient complaints management process that is aligned with Six Star Rentals business values, core vision and strategic objectives.
- (b) This Policy applies to all employees of Six Star Rentals and all individuals who wish to make a complaint relating to Six Star Rentals.
- (c) In developing this Policy, Six Star Rentals has adopted industry best practice and ensured that its customer complaints management process is compliant with the Australian Standard AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations'.

(d) The Policy is also supported by the various Six Star Rentals corporate policies and procedures that form part of our broader Governance Framework, in particular:

- (i) Code of Conduct.
- (ii) Credit Policy.
- (iii) Collections and Hardship Policy

3. Policy Statement.

(a) Six Star Rentals recognises that all individuals have the right to complain, have their complaint heard and be treated with dignity and respect. Any individual who makes a complaint also has the right to not be discriminated against because of making the complaint. This means customers will not be treated unfavourably, including in the way Six Star Rentals communicates and provides services both during the resolution of the complaint and once the complaint is resolved.

(b) Six Star Rentals recognises that complaints can often highlight gaps in our processes and encourages customers to raise issues so that they can be addressed.

(c) The guiding principles from the AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations' apply to Six Star Rentals in the following manner:

Commitment - The Six Star Rentals Responsible Manager and Senior Manager are committed to an integrated dispute resolution system and providing the necessary support and resources for the system to operate effectively (including the provision of appropriately trained employees, the implementation of an enterprise-wide internal complaints management process and the existence of a robust complaints reporting procedure).

Resources – Six Star Rentals has deployed the necessary resources to ensure that the Internal Dispute Resolution process operates effectively

and efficiently, and that complaints are managed by staff who have received sufficient training and are competent to deal with complaints that are received.

Accessibility – All individuals have the right to make a complaint to Six Star Rentals by any reasonable means (eg. telephone, email, online and in writing).

Responsiveness – Six Star Rentals deals with and responds to complaints promptly and keeps complainants informed of the process and the progress of their complaint.

Objectivity – Each complaint is addressed in an equitable, objective and unbiased manner. Six Star Rentals recognises the need to be fair to both the complainant and any employee involved in the handling of the complaint.

Charges – Six Star Rentals does not charge customers for the lodgement and processing of complaints.

Confidentiality – All complaints are recorded and dealt with in the strictest confidence. Personal information of the complainant is accessed only as necessary, and only for the purposes of addressing the complaint. All personal information is treated by Six Star Rentals consistent with its obligations under the Privacy Act and Six Star Rentals Privacy Policy.

Customer-focused approach – Six Star Rentals is committed to the efficient and equitable resolution of complaints and acknowledges each individual's right to complain.

Continual Improvement – Six Star Rentals has established a complaint tracking system to ensure that systemic problems are identified, classified and analysed. The Six Star Rentals Internal Dispute Resolution process is reviewed on an annual basis to ensure it is delivering effective outcomes.

Visibility - Six Star Rentals informs its customers of its complaints management process through its customer charter which is accessible to all customers on our website. Employees who also

receive and/or manage complaints have a thorough understanding of the Six Star Rentals complaints management process and can provide this information to customers upon request.

4. What happens when a Complaint is made?

When a complaint is received by Six Star Rentals:

- (a) Six Star Rentals will accurately record the details of the complaint as part of Six Star Rentals complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- (b) Complaints are allocated to the compliance officer.
- (c) Six Star Rentals will inform the customer that it is obliged to handle a complaint made by a customer in accordance with the Six Star Rentals Standard Complaints and Dispute Resolution Policy which can be found on the website or a copy of which can be provided to the customer on request.
- (d) Six Star Rentals will enquire into the complaint within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- (e) Six Star Rentals will keep customers informed of any progress.
- (f) Six Star Rentals will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and Six Star Rentals Privacy Policy.
- (g) If appropriate, Six Star Rentals will make changes to remedy the situation to prevent the situation reoccurring.

What happens if the complainant is not satisfied with the outcome?

(a) If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by the Six Star Rentals Responsible Manager whom is at a higher level to the initial Six Star Rentals representative who handled the matter.

(b) If the complaint is not resolved to the customer's satisfaction, the customer may take their complaint to the relevant external dispute resolution body (i.e. the relevant Ombudsman).

(c) Six Star Rentals will provide the customer, in writing, the contact details for the Ombudsman if Six Star Rentals has been unable to resolve the customer's complaint within 28 days. This information is also available on the Six Star Rentals website.

5. Non-discrimination.

Everyone has the right to make a complaint to Six Star Rentals if they are not satisfied with Six Star Rentals services or policies. Six Star Rentals will not discriminate against anyone as a result of making a complaint.

6. Definitions.

Six Star Rentals – Means Six Star Group Australasia Pty Ltd trading as Six Star Rentals

Complaint – In accordance with the AS ISO 10002-2006 definition: an expression of Dissatisfaction made to Six Star Rentals where a response or resolution is expected (either explicitly or implicitly). The expression of Dissatisfaction may be related to Six Star Rentals products, services, policies, procedures or the complaints management process. It is to be differentiated from an 'Enquiry'.

Dissatisfaction – The customer expresses displeasure, disappointment, unhappiness, anger or frustration regarding their experience.

Employee – Any employees, contractors and third-party agents of Six Star Rentals.

Enquiry – A request for information about Six Star Rentals products or services that does not reflect Dissatisfaction and is generally any question or concern that is resolved through the customer's initial contact, when Six Star Rentals provide appropriate information or referral which satisfies the customer. Or any query that needs an answer from another business unit/person where no Dissatisfaction is expressed

7. Review.

The Policy will be reviewed on an annual basis.