

5 October 2021

At DDH, we are committed to the fair and efficient resolution of complaints. Making a complaint is simple and easy. You can lodge your complaint online, over the phone, by sending us letter or by visiting us.

Online:	https://ddhgraham.com.au/about-us/contact-us/
Phone Money Market Division on:	07 3229 6133 or free call 1800 006 133
Phone Funds Management Division on:	07 3210 2277 or free call 1800 226 174
Write to:	Complaints Officer GPO Box 330 Brisbane QLD 4001
Visit:	Level 9, 324 Queen Street Brisbane QLD 4000

WHAT SHOULD I INCLUDE IN MY COMPLAINT?

When lodging your complaint, you should include:

- your name, contact details and account number;
- details of your complaint with sufficient information to allow us to fully consider and assess it; and
- details of prior contact with us in relation to the complaint, such as who you had contact with and when.

We may request additional information from you to properly deal with and resolve your complaint.

HOW WILL MY COMPLAINT BE HANDLED?

Upon receipt of your complaint:

- we will record the details, give your complaint genuine consideration;
- we will acknowledge your complaint within 24 hours;
- we will assess and investigate your complaint promptly;
- we will seek to resolve your complaint fairly, objectively and without bias;
- we will seek to resolve your complaint at the earliest opportunity, and within 30 days;
- we will inform you of our decision and provide reasons for it; and
- if you are dissatisfied with our decision or we have not resolved your complaint within 30 days we will provide you with details about how you can seek an external review of the complaint.

EXTERNAL REVIEW?

You can seek an external review of your complaint if you are unhappy with how we have resolved it or it has taken longer than 30 days to resolve. To do so, you should contact the Australian Financial Complaints Authority (AFCA):

Write	Australian Financial Complaints Authority Limited GPO Box 3 Melbourne VIC 3001
Phone	1800 931 678
Fax	03 9613 6399
Email	info@afca.org.au
Website	https://afca.org.au
Complaints can be lodged online at	https://afca.org.au/make-a-complaint
Interpreter service	131 450
National relay service	Voice Relay 1300 555 727 TTY 133 677 SMS Relay 0423 677 767

NEED ASSISTANCE?

Please let us know if you think you will need assistance with lodging your complaint. If required, we can arrange access to the following and other services:

- translation services;
- text telephone (TTY) and the National Relay Service (NRS); and
- a copy of this policy in a different language or format such as Braille.