



# *Public Complaints Management Policy*

Pitcher Partners Wealth Management Pty Ltd  
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Liability Limited by a scheme approved under Professional Standards Legislation

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# 1. Pitcher Partners Wealth Management Pty Ltd

Pitcher Partners Wealth Management Pty Ltd (AFSL 357636) provides fully integrated and independent wealth management, investment advice, monitoring and administration services to private clients, family groups, corporate and personal superannuation funds, not-for-profit and public sector organisations. The Wealth Management team has access to several highly qualified and experienced members of the Tax, Estate Planning and Superannuation practices of the firm who provide technical assistance as required for clients' financial planning needs.

## 2. Purpose

The purpose of this policy is to provide information on how consumers can lodge a complaint with Pitcher Partners Wealth Management Pty Ltd (PPWM), the options available to assist consumers who might need additional assistance to lodge a complaint and PPWM's steps for dealing with complaints including response timeframes.

## 3. How to lodge a complaint

Complaints can be lodged (either in writing, online, via email, phone call or in person) directly with the firm's Complaints Officer. The Complaints Officer is the Chief Operating Officer (COO), however, in certain circumstances the Complaints Officer may appoint a delegate to manage or assist with a complaint.

The contact details of the Complaints Officer are as below:

Name: Tanya Whidborne

Email: [twhidborne@pitcherpartners.com](mailto:twhidborne@pitcherpartners.com)

Phone: +61 7 3222 8429

Mail: GPO Box 1144 Brisbane Old 4001

In Person: Level 38, 345 Queen St  
Brisbane Qld 4001

We request that you direct your complaint directly to the Complaints Officer via one of the above methods. Complaints raised via other means, such as social media, may not be seen by the Complaints Officer or recognised as a complaint.

### What if I need assistance to lodge a complaint?

We recognise that not all people want to make a complaint and therefore it is important to us that you feel encouraged and supported to lodge a complaint.

A complaint may be lodged by yourself or by a representative on your behalf. Such representatives might include, but may not be limited to, financial counsellors, legal representatives, family and friends. Where a complaint is received via a representative, PPWM will not contact you directly unless you specifically request direct communication with us. Exceptions to this might include where we don't believe the representative is acting in your best interests, or they are acting in a deceptive or misleading manner, or we believe they are not authorised to represent you.

Alternatively, contact the Complaints Officer and request assistance. We will endeavour to assist you to make the process as easy as possible.

## 4. Our Complaints Handling Process

### 4.1 Complaint is received

A complaint may be received by anyone within PPWM and therefore Advisers and staff have received training to assist them in recognising a complaint and immediately directing it to the Complaints Officer. Complaints may be received verbally or in writing.

When a verbal complaint is received, either by phone, video link or in person, the person receiving the complaint is expected to make a comprehensive record of the complaint, including who is making the

complaint and their contact details, the background information that has led to the complaint and any desired resolution from the complainant – including timeframes. This information is required to be passed through to the Complaints Officer for consideration and actioning.

Written complaints are also to be directed to the Complaints Officer immediately after receipt.

The Complaints Officer or the person who received the complaint (e.g. the adviser) may contact you if further clarification is required on any of the matters raised.

Complaints received are recorded by the Complaints Officer in a Complaints Register for record maintenance and further investigation purposes.

#### **4.2 Acknowledgement of the Complaint**

PPWM will provide you with an acknowledgement within 24 business hours of receiving the complaint. The acknowledgement may be verbal or in writing and will inform you that a formal response will be provided within 10 business days.

#### **4.3 Assessment and investigation of the Complaint**

The Complaints Officer, or a delegate, will attempt to collect and analyse all information and background material relevant to the complaint and may make further enquiries of the complainant or the PPWM adviser or staff to gain a better understanding of the complaint.

The Complaints Officer will analyse the information from the various sources and will generally form a view as to whether the complaint is reasonable and valid, and if so, what resolution may be appropriate.

In analysing the complaint, the Complaints Officer may also consider whether any breach of the AFS License, Codes of Ethics or law has occurred and recommend appropriate action to address this. This may include a formal breach notification, identifying whether other parties may be affected and determining if broader remediation steps are required.

Where the complaint relates to concerns about independence or actual or perceived conflicts of interest the complaint the Complaints Officer may refer the matter to the firm's Risk Committee along with proposed action.

#### **4.4 Formal response**

PPWM will issue a formal response to you within 10 business days of the complaint being made, even if we are unable to resolve the issue in that period – in which case we will disclose to you the reason for the delay.

The formal response will include the outcome of the complaint assessment, and any proposed action and resolution where it is determined that the complaint is valid. Our response will also provide options available to you if you are not satisfied with our response. This will generally include the offer of an independent internal review conducted by a designated partner of Pitcher Partners. The details of the designated partner will be provided at the time of our response. We will also include the contact details for the Australian Financial Complaints Authority (AFCA) which also appear below.

PPWM has a maximum timeframe to provide you with a formal complaint response within 30 calendar days.

#### **4.5 Delayed Complaint Resolution**

Some limited exceptions for resolution may apply in certain circumstances. Where a delay is likely to occur and we are unable to resolve the complaint within 30 calendar days, we will issue a delay notification to the complainant (either yourself or your representative). In our communication, we will include the reason for the delay. You have a right to complain to AFCA if you are dissatisfied with the delay.

#### **4.6 Maintaining and Filing Complaints**

All records in relation to the complaint are retained by the Complaints Officer within the firm's document management system.

## **5. Independent External Review - Australian Financial Complaints Authority (AFCA)**

PPWM is a member of AFCA. If you still do not get a satisfactory outcome within 30 calendar days of the first notification of your complaint to us, you have the right to lodge a complaint with AFCA.

*Australian Financial Complaints Authority (AFCA)*

*GPO Box 3, Melbourne, VIC, 3001*

*Consumers: 1800 931 678 (This service is provided to you free of charge)*

*Email: [info@afca.org.au](mailto:info@afca.org.au)*

*Website: <https://www.afca.org.au/about-afca>*

We may refer a complaint to AFCA for resolution when a complaint remains unresolved and you have not escalated the matter to AFCA. In such instances, we will obtain your consent prior to escalating any unresolved complaints with AFCA.

The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline 1300 300 630 which you may use to obtain information about your rights.

## **6. Privacy Concerns**

If your complaint relates to a breach of our Privacy Policy or the Australian Privacy Principles, the matter should be referred to The Privacy Officer, Pitcher Partners, GPO Box 1144 Brisbane Old 4001.



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Pitcher Partners is an association of accounting and business advisory firms located in Adelaide, Brisbane, Melbourne, Newcastle, Perth and Sydney. We have a strong reputation for providing personal service and quality commercial advice to our clients across a broad range of industries.

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