

Customer Complaints Policy

Introduction:

The Finer Line is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from CEO down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaints as soon as possible. Please call our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service.

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

Step One:

If you have a complaint regarding any aspect of your account or dealings with The Finer Line, we urge you to email the CEO Cheryl Royle at cheryl@thefinerline.com.au or call on 0407 991 277. Our objective is to resolve most enquiries or complaints during your first contact with us.

Step Two:

After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask us to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step Three:

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies:

OFFICE OF THE FEDERAL PRIVACY COMMISSIONER

The Office of the Information Commissioner can assist you with all matters related to privacy. To lodge a complaint, you can call 1300 363 992 or visit <http://www.oaic.gov.au/>.

OTHER

For certain trade practices issues, you may lodge a complaint to:

- The Fair-Trading Office in your State.
- The Australian Competition and Consumer Commission; and/or
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution.