

Objective

Apostle endeavours to promote the highest standard of service to our clients. The objective of the Policy is to provide guidance to Apostle staff and clients in resolving complaints in an efficient, effective and professional manner.

Apostle aligns its procedures in dealing with complaints with the prevailing legal requirements and best practice. In this respect, the Policy accords with the Australian Standard ISO 10002-2006 – Customer Satisfaction – Guidelines for complaints handling in organisations.

What is a complaint?

The Policy is designed to address complaints made to Apostle in relation to its provision of services. In accordance with AS ISO 10002-2006, a complaint under the Policy is defined as:

An expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Any individual or organisation who is dissatisfied with the level of service provided by Apostle may contact Apostle to complain. A complaint may be communicated verbally or in writing. In some circumstances a complaint can be by way of negative feedback which may not require a resolution or formal follow up. While Apostle finds this type of feedback valuable, this Policy does not apply to feedback of this nature.

Guiding principles of effective complaints handling

Apostle and its staff adopt the following guiding principles for resolving complaints in accordance with AS ISO 10002-2006:

Principle	Apostle's Approach
Visibility	Apostle's Complaints Handling Policy is available on the Apostle website and is also available upon request. The procedures for handling complaints and resolving disputes are clearly documented for internal purposes.
Accessibility	Apostle's Complaints Handling Policy is readily accessible to all Apostle staff and its clients.
Responsiveness	All complaints are acknowledged to the complainant immediately with a formal written acknowledgment sent within two business days. Complaints are to be handled in an effective and efficient manner. Complainants will be kept informed of the progress of their complaint throughout the complaints-handling process.
Objectivity	All complaints are dealt with in an equitable, objective and unbiased manner throughout the complaints-handling process.
Free of Charge	There will be no charge to the complainant for making a complaint.
Confidentiality	Personally identifiable information concerning the complainant will be actively protected from disclosure unless the complainant expressly consents to its disclosure.
Investigation of complaints	Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint.
Customer-focused approach	All Apostle staff and its Board members are committed to efficient and effective resolution of complaints. Apostle is open to feedback from its clients and acknowledges a client's right to complain.
Resolution of Complaints	Following an appropriate investigation, Apostle will offer a response to the complainant clearly outlining the reasoning for any decisions or actions taken.
Accountability	All Apostle staff and its Board members take responsibility for effective complaints handling.
Continual Improvement	Apostle reviews its complaints handling process periodically and endeavours to improve both its process for handling and resolving complaints and the quality of services which it provides to its clients.

How a complaint may be made

Please direct all complaints to:

Mail	The Complaints Officer Apostle Funds Management Pty Limited Level 25 259 George Street Sydney NSW 2000
Fax	+61 (2) 9247 9976
Email	karynw@apostlefm.com.au
