

This Complaints Handling Policy and Procedure has been produced by True Blue Water Exchange Pty Ltd (“we”, “our” , “us”).

1. Purpose

1.1. This policy is intended to ensure that we handle complaints:

- a. Fairly, efficiently and effectively; and
- b. In compliance with our obligations as a member of the Australian Water Brokers Association; and
- c. In compliance with our obligations under provision 5.09 of the Water Markets Intermediaries Code under Part 5 of the Water Regulations 2008 (Cth) (“Code”).

1.2. This policy applies to all complaints from any client on whose behalf we have provides a service in exchange for a commission or fee.

2. If you have a complaint

2.1. As a client you have a right to make a complaint if you are dissatisfied with us or one of our staff or the services we have or have agreed to provide to you.

2.2. If you have a complaint, you should firstly contact us through the broker you have been dealing with and tell them about your complaint. You may do this over the phone or in writing, either by email or post.

2.3. Should you wish for someone to act on your behalf in making a complaint, you can nominate a representative or advocate. Representatives might include financial counsellors, your accountant or legal representatives. For privacy reasons we may need your consent to discuss your circumstances with them.

3. What happens after you lodge a complaint?

3.1. We will act in good faith in dealing with the complaint and make a genuine effort to resolve the complaint within 20 business days.

3.2. We will acknowledge your complaint in writing within 2 business days of receiving the complaint and provide you information about the process we will follow in dealing with the complaint. We may seek further information from you.

3.3. Where you have made the complaint verbally, we will provide you with a copy of our written record of the complaint. You may correct that record if you do not believe it correctly reflects your complaint.

3.4. Within 10 business days of receiving your complaint, we will give you a written response that specifies the actions we propose to take to resolve the complaint.

3.5. Within 5 business days of the completing the process for dealing with the complaint we will give you written notice of the outcome of that process.

3.6. If you are not satisfied with the outcome you may seek advice regarding your rights under the Code or the Australian Consumer Law from a legal or other professional.