



# Complaints Management Policy

GCQ Funds Management Pty Ltd

Company: GCQ Funds Management Pty Ltd  
ACN: 654 864 767  
AFSL: 538513  
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**VERSION CONTROL**

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1	October 2022	Original document prepared and finalised in consultation with Sophie Grace Pty Ltd.

## 1. INTRODUCTION

- 1.1 GCQ Funds Management Pty Ltd (“**GCQ Funds Management, we or us**”) is committed to effective and efficient complaints management and to fair and transparent dealings in the financial marketplace
- 1.2 A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

## 2. OUR COMPLAINTS MANAGEMENT PROCESS

- 2.1 We take your feedback seriously and will work proactively to investigate and resolve your complaint. If you have a complaint, please contact us by any of the following methods:
  - (a) Email: [complaints@gcqfunds.com](mailto:complaints@gcqfunds.com);
  - (b) Telephone: (02) 7252 9124;
  - (c) Post: Level 9, 139 Macquarie Street, Sydney NSW 2000; or
- 2.2 Any material relating to GCQ Funds Management’s Internal Dispute Resolution (“**IDR**”) process will be provided to you free of charge.
- 2.3 We will collect certain information from you, including your personal details, contact preferences and a description of the complaint.
- 2.4 We will acknowledge your complaint, generally within two (2) business days and give you the contact details of the person responsible for dealing with your complaint.
- 2.5 We endeavour to resolve all complaints as quickly as practicable. Upon completion of our investigation, we will contact you with a final IDR response within forty-five 45 calendar days of receiving your complaint. This will provide you with information about:
  - (a) the final outcome of your complaint at IDR; and
  - (b) information about other remedies that may be available to you.

## 3. ACCESSIBILITY SERVICES

- 3.1 We ensure that the IDR process is accessible and easy to understand and use.
- 3.2 If you are deaf or have a hearing or speech impairment, you can contact us on the [National Relay Service](#). It’s available at no additional charge:
  - (a) Talk to text users, please call 133 677 and then ask for (02) 7252 9124;
  - (b) Speak to listen users, please call 1300 555 727 and then ask for (02) 7252 9124;
  - (c) Internet relay users, please [connect to the NRS](#) and then ask for (02) 7252 9124.
- 3.3 If you require this Policy in another language, we will arrange for you to contact a third-party translator.