

Complaints Handling Policy

This Complaints Handling Policy and Procedure has been produced by Water Exchange Australia Pty Ltd trading as Wilks Water.

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.
- 1.3. For the purposes of this policy, Water Exchange Australia Pty Ltd trading as Wilks Water will be referred to as the Intermediary.

2. Process of Submitting 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 the Intermediary and advise them of your complaint. You may do this over the phone or in writing, either by email or post.
- 2.3. If the complaint is not received in writing, the Intermediary will make a written record of the complaint as soon as practicable after the complaint is received.
- 2.4. If you do not feel comfortable dealing directly with your Intermediary, you can also lodge a complaint with our Complaints Officer, or other appropriate person within the organisation by email to opsmgr@wilkswater.com.au or post to PO Box 5633, Wagga Wagga NSW 2650.
- 2.5. 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 30 business days.
- 3.2. We will acknowledge your complaint in writing within two (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.