

# Here for you

## Feedback Guide

March 2023



## What is a complaint?

A complaint is an expression of dissatisfaction conveyed about a product, advice or service offered or provided.

## Making a complaint

This brochure guides you in how to raise a complaint, how it will be resolved and what to do if you're still not satisfied.

## Compliments and complaints

At Newcastle Permanent we strive to provide excellent customer support and service. Our team is highly motivated and we love to hear your feedback. If you've had a great experience and would like to share it, please let us know so we can pass it on.

If you are unhappy with a product or service, or if we do not meet your expectations, we want to know. Concerns or complaints raised provide Newcastle Permanent with information to enable us to improve on our commitment to our customers and the community.



## How to contact us

You can contact us to raise your complaint or concern using any of the following methods:



**Internet Banking/mobile app:** log in and send us a secure message



**Phone:** 13 19 87 Open 8am – 6pm Monday to Friday, 9am – 2pm Saturday  
**From overseas:** +61 2 4907 6501



**Post:** PO Box 5001 HRMC NSW 2310



**In person:** to locate your nearest branch visit [newcastlepermanent.com.au/locate-us](https://newcastlepermanent.com.au/locate-us) or call 13 19 87.



**Email:** [feedback@newcastlepermanent.com.au](mailto:feedback@newcastlepermanent.com.au)



**Or visit the website:** [newcastlepermanent.com.au/contact-us](https://newcastlepermanent.com.au/contact-us)

## Making a complaint – what information will help us?

- Please provide your address, phone number and email address so that we can easily contact you
- Please provide any relevant documents and other supporting information
- Let us know how you would like your complaint resolved

## Would you like additional assistance to make your complaint?

Newcastle Permanent is dedicated to providing any help you may need with lodging and managing your complaint.

Examples may include:

- Assistance completing forms
- If you do not speak English you can call us and ask for an interpreter
- The National Relay Service if you need help with speaking or listening
- AUSLAN instruction services
- Providing you with information that is accessible such as in large print or audiotape
- Working with anyone you appoint to help you manage your complaint, such as a friend, family member or legal representative – we can talk to them where we have your authority to do so

## How long does it take?

We aim to resolve complaints on the spot wherever we can. If we can't, we will aim to acknowledge receipt of your complaint within one business day.

In most cases, we aim to resolve complaints within seven days. In the event it takes us longer than seven days to resolve or investigate your complaint, we will ensure that you're regularly updated.

## When you make a complaint to us we will:

- Acknowledge your complaint
- Investigate, considering all relevant information
- Aim to find a fair resolution
- Keep you informed of our progress, and advise you if there will be a delay
- Keep your information confidential
- Respond to your complaint, either in writing or verbally
- Advise you what to do if you are not satisfied with our response
- Not charge a fee for making a complaint

## What if I'm not satisfied?

If you are unhappy with our response, you can ask for your complaint to be reviewed by our Disputes Resolution Committee ('the Committee'). This is a free service. Once all relevant information has been received the Committee will consider the complaint within 30 days.

If we are unable to provide a final response within 30 days, we will advise you of the reasons for the delay, the potential next steps, and provide you with AFCA's contact details.

If you wish to have your complaint reviewed by the Committee, please just let us know.

**Post:**

Disputes Resolution Committee,  
Newcastle Permanent  
PO Box 5001, HRMC NSW 2310

**Email:**

Subject: Disputes Resolution Committee  
[feedback@newcastlepermanent.com.au](mailto:feedback@newcastlepermanent.com.au)

## Need this guide in another language?

To support our customers this brochure is available in a range of different languages, including:

Hindi	Korean
Italian	Chinese (Mandarin)
Arabic	Chinese (Cantonese)
Greek	Vietnamese

If you need the brochure in another language or format please call us on 13 19 87.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678 (free call)

**Post:** Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001



[newcastlepermanent.com.au](http://newcastlepermanent.com.au)

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