

## **Internal Dispute Resolution Scheme**

We at the Automotive People believe that it is essential for our customers to be able to identify and deal with a broker who has the ability, authority and proper training to hear and respond appropriately to any complaints or disputes. To this end we have in place an **Internal Dispute Resolution** procedure.

### **Receiving Complaints;**

You can lodge complaints by contacting Wayne Keating, the complaints officer by:

- Telephone: 0409 007 706
- Email: [wayne.keating@kingstoncapitalservices.com](mailto:wayne.keating@kingstoncapitalservices.com)
- Mail: Wayne Keating, Kingston Capital Services Pty Ltd. 48 Jackson Cres, Pennant Hills NSW 2120

or by speaking to any representative of our business who will refer you to the Complaints Officer.

You should explain the details of your complaint as early as you can, and you may do this verbally or in writing.

When we receive a complaint, we will attempt to resolve it as promptly as possible and we hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

There is no requirement for face to face contact between you and us although it may be useful for us to come to a satisfactory resolution.

We expect that both parties will make a genuine attempt to resolve a complaint promptly and that both parties will provide all essential and relevant information, including any documents and written statements and any other material that may properly and reasonably be considered to assist in resolving the complaint.

We further expect that both parties will comply with all reasonable requests from the other party to provide relevant information within a reasonable time frame.

## **External Dispute Resolution Scheme**

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (EDR) Scheme. Our external dispute resolution provider is Credit & Investment Ombudsman (CIO) and they can be contacted by phone on 1800 138 422 or on their website: [www.cio.org.au](http://www.cio.org.au) This external dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.