



Internal Complaints Resolution Toolkit

If a customer is unsatisfied with your advice, are you confident you can deal with the complaint promptly and effectively?

Or could the complaint remain unresolved, impacting your business and reputation?

A complaint is an opportunity to improve your business and ensure your customers feel their feedback is valued and appreciated, driving greater customer loyalty. Having a robust complaint-resolution process in place is an essential part of best-practice customer service and a requirement of all Australian Financial Services Licensees.

MLC has worked with the Financial Ombudsman Service (FOS) to develop an Internal Complaints Resolution Toolkit to help you manage all advice-related complaints and meet the requirements of the Corporations Act.

The toolkit is designed to ensure that clients have the best possible experience when raising a complaint.

What's in the toolkit?

The toolkit equips advisers and licensees to resolve complaints themselves rather than referring them straight to an external body like FOS.

The toolkit contains processes, templates and tools so you can deliver an efficient and timely complaint handling service. Sections include:

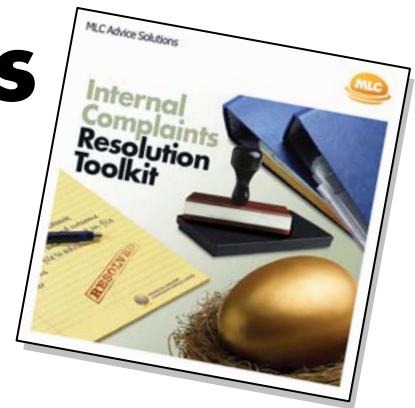
Our philosophy	A best practice approach to dealing with complaints
Adviser process	A step by step guide to how an adviser should handle a dispute
Licensee process	A guide to investigating and responding to complaints, communicating with stakeholders, escalating disputes, and addressing systemic problems.
External process	An overview of what needs to happen if the client refers their complaint to an external body.
Trend analysis and reporting	To monitor complaints and identify systemic issues.
Support tools	A library of templates and tools to use throughout the complaint-handling process.

The toolkit is available as a CD-ROM from MLC Advice Solutions. To order your copy, please complete the order form (*see over*) or speak to your MLC Representative.

If you would like to know more about the Complaints Toolkit, email us at complaints_cd@mlc.com.au or call 1800 611 950 or (02) 9957 8758.



Internal Complaints Resolution Toolkit



Order Form

Please complete the Business Details and Order Details sections.

Business Details

Business Name: _____	FOS Member: Yes <input type="checkbox"/> No <input type="checkbox"/>
First Name: _____	Surname: _____
Postal Address: _____	Suburb: _____
_____	State: _____ Postcode: _____
Phone (BH): _____	Mobile: _____

Order Details

Please enter quantity required and total amounts.

Quantity	Product	Price
_____	Internal Complaints Resolution CD	\$330.00 including GST
		TOTAL AU\$ _____

Payment Details

To order your copy of the Internal Complaints Resolution CD, please forward your completed Order Form and cheque payment (*payable to GWM Adviser Services Limited*) to:

Attention: Complaints Toolkit
MLC Advice Solutions
 PO Box 200
 North Sydney NSW 2059

We will send you a confirmation email once payment is received and send your Tax Invoice with the Complaints Toolkit via Australia Post.