

COMPLAINTS HANDLING CHARTER

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AUSTRALIAN PROPERTY GROWTH FUND
GPO BOX 3119 BRISBANE, QLD 4001

You can make a complaint in person, by telephone, letter, facsimile or email. Depending on the nature of the complaint we may ask you to make your complaint in writing.

Complaints should, in all instances, be referred to the Complaints Officer:

Name: Bridget Woods

Phone: 07 3004 1222 or 1300 668 698

Facsimile: 07 3003 0122

Email: complaints@apgf.com.au

Address: GPO Box 3119
Brisbane, QLD 4001

WHAT IS REQUIRED WHEN LODGING A COMPLAINT?

When making a complaint you should provide:

- your name, address and telephone contact details;
- unit holder or investor number;
- a factual and concise outline of your complaint;
- copies of original documents relating to your complaint (if applicable); and
- details of prior communication with APGF on the complaint, including who you had contact with and when.

WHAT ARE MY RIGHTS WHEN LODGING A COMPLAINT?

You have the right to:

- easily lodge a complaint and when required, seek assistance to lodge it, at no cost;
- have your complaint dealt with in an equitable, objective, unbiased and courteous manner;
- have your details and the complaint dealt with confidentially;
- seek your own legal advice; and
- receive communication as to the progress of resolving your complaint.

HOW WILL MY COMPLAINT BE HANDLED?

The Complaints Officer will manage the complaint handling process as follows;

- receive your complaint and record the details in our complaint's register;
- subject to the nature of the complaint and in accordance with ASIC Regulatory Guide 165, try to resolve the complaint to the Complainant's satisfaction by the end of the fifth business day;
- If unable to resolve the complaint to the satisfaction of the complainant by the fifth business day and the complainant request a response in writing, then write to the Complainant within a reasonable period of time from receipt of the complaint in any event no later than 5 business days, to acknowledge that the complaint has been unresolved outlining the process and provide contact details of the person handling the complaint;
- investigate the complaint and give all parties an opportunity to present their case;
- clarify any factual issues to determine a resolution;
- treat your complaint with respect and handle your personal information in accordance with our privacy policy;
- once a determination has been achieved, we will inform you in writing within 45 days of receiving complaint, details of the resolution, reason for the decision and any remedies or redress available to the Complainant;
- where the complaint remains unresolved after 45 days, we will inform you of the reasons for the delay; and
- should you be unsatisfied with the resolution of the complaint, or the complaint remains unresolved, you may take your complaint to Financial Ombudsman Service (FOS), an external dispute resolution scheme subscribed to by APGF.

FEEDBACK ABOUT OUR COMPLAINTS SERVICES

You may be able to provide us with helpful feedback or suggestions about our complaints services so that we can continue to improve the level of service to our investors.