

Resolution Process

Resolving a complaint

If you do have a complaint about, our service, the way our services were sold to you, or the way your claim is being handled, here's what you should do.

Step 1

We ask that you first contact one of our Consultants to discuss your complaint.

Phone: 1300 592 283

Email: complaints@integrapay.com

If the Consultant is unable to resolve the matter, they'll refer it to a Senior Officer, their Team Leader or Manager. The Senior Officer, Team Leader or Manager will acknowledge your complaint within 2 business days, providing their name and relevant contact details and keep you informed of the progress of your complaint at least every 10 business days.

The Senior Officer, Team Leader or Manager will try to resolve your complaint within 15 business days however, if we consider that further information, assessment or investigation of the complaint is required, we will agree reasonable alternative timeframes with you. If an agreement cannot be reached, we will notify you of your right to take your complaint to the next stage.

The Senior Officer, Team Leader or Manager will respond to your complaint in writing.

Step 2

If you're still not satisfied with the outcome, you may ask for us to refer the dispute to our Internal Dispute Resolution Officer who will review the matter.

The Internal Dispute Resolution Officer's contact details are:

Internal Dispute Resolution Officer

IntegraPay Pty Ltd

PO Box 6290,

Upper Mt Gravatt Qld 4122

Phone: 1300 592 283

Email: complaints@integrapay.com

The Internal Dispute Resolution Officer will acknowledge your complaint, providing their name and relevant contact details and keep you informed of the progress of your dispute at least every 10 business days.

The Internal Dispute Resolution Officer will try to resolve your dispute within 15 business days however, if we consider that further information, assessment or investigation of the dispute is required, we will agree reasonable alternative timeframes with you. If an agreement cannot be reached, we will notify you of your right to take your dispute to the Australian Financial Complaints Authority (AFCA).

The Internal Dispute Resolution Officer will respond to your dispute in writing.

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Step 3

If you are not satisfied with the decision made or we cannot otherwise reach an agreement, you can refer your matter to AFCA which provides fair and independent financial services complaint resolution that is free to consumers.

Additionally, if we are unable to resolve your complaint or dispute to your satisfaction within 45 calendar days, we will inform you of the reasons for the delay and that you may take your complaint or dispute to AFCA. The contact details are:

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Please note that if you haven't first tried to resolve your complaint with us, the Australian Financial Complaints Authority may direct your complaint to us and we'll provide you with a response under our Internal Dispute Resolution process.