Complaints and Complaints Resolution Procedures

Procedures for Handling Complaints

We consider that a complaint is an expression of dissatisfaction by a client, with a request to remedy it. We also believe that most complaints arise from a failure to communicate properly with the client. We value our clients greatly and always aim to conduct our business to exceed client expectations.

We are committed to conducting our business in accordance with all applicable laws and regulations, and in a way that enhances our reputation in the market.

Xcel Capital has an obligation to comply with its general obligations under section 912A(1) of the Corporations Act 2001; including facilitating the timely identification, escalation and rectification of complaints. This means that the management of the actual and potential impact, including the potential to minimise complaints from occurring in the future, can be efficiently managed.

If we receive a complaint directly from a client we should:

- Ascertain what it is that the client is complaining about;
- Explain the internal process for complaint handling and the options available to the complainant;
- Explain to the complainant that their complaint will be given fair and due consideration, it is a free service and a response will be forthcoming in 14 days and that if this time period is not achievable then notification will be provided with the expected time;
- Inform the complainant of the options available if the resolution is not to their satisfaction or the complaint is not resolved within 45 days;
- Record exactly what the client is complaining about;
- We record the complaint in a complaints register as soon as it is notified to us. Unless it can be resolved immediately we send an acknowledgement letter to the complainant.
- Every endeavour is made to resolve complaints promptly but in any event they are to be resolved within 45 days from date of receipt of the complaint. If they are not resolved within this timeframe they must be referred to the external dispute resolution scheme.