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Dispute Information

Complaints policy

As part of our customer service focus Rapid Solutions has implemented a Complaints Policy, this enables you, as our valued client, to be able to let us know of a problem or complaint that you have with our service and be confident that we will do our best to resolve your problem.

As part of our Complaints Policy, Rapid Solutions are members of the Financial Ombudsman Service (FOS).

The FOS is Rapid Solutions External Dispute Resolution provider and offers free consumer service designed to help resolve complaints between financial service providers and their clients.

What to do if you have a problem

If you have a problem or complaint with our service no matter how large or small, we would like to hear from you. Your business contact or deal directly with our Complaints Officer Liz Smith, by telephone or in writing.

Under our Complaints Policy we acknowledge that you have the right to complain and to have the complaint handled. Complaints provide us with feedback about our service.

Resolving your problem

All Rapid Solutions staff are committed to an efficient and fair resolution to your complaint. We will endeavour to have your complaint resolved internally as quickly as possible. We believe that the sooner we can resolve your complaint the better for all.

If you are unsatisfied with the outcome determined by the CSO or Complaints Officer, you can have it referred to a higher authority, being Rapid Solutions Internal Dispute Resolution Committee (IDRC). If after this we are still unable to reach a satisfactory result to your complaint, we will refer the matter to the FOS, or you may also refer it to FOS if you feel you haven't been given a satisfactory result.

Financial Ombudsman Service (FOS) Limited

Rapid Solutions is a member of the Financial Ombudsman Service (FOS) as its external dispute resolution body.

The FOS is an organisation designed to help consumers quickly resolve disputes with financial services providers. It is independently monitored and is overseen by its Board who appoint panel members independently to each case to represent both parties.

Anyone who meets the FOS' requirements within its terms of reference can lodge a dispute with their financial service provider if they are unsatisfied with the company's initial response.

Financial Ombudsman Service Limited
GPO Box 3, Melbourne Vic 3001
Consumers Tel: 1300 367 287

If you have any questions, please get in touch on

1300 309 169 or visit **www.rapidsolutions.com.au**