



OLIVE FINANCIAL MARKETS

Complaints Notice

Effective March 2022

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1. Introduction

Olive Financial Markets Pty Ltd (**'Olive'**) has established a comprehensive complaints management framework of which this **Complaint Management Policy** (**'Policy'**) is the cornerstone. Our complaints management framework helps to ensure that the complaints we receive are dealt with genuinely, promptly, fairly, and consistently.

This document sets out our policy for dealing with any expression of dissatisfaction that meets the definition of 'complaint' set out in AS/NZS 10002:2014: see ASIC Regulatory Guide 271.27.

2. Scope and application

This Policy applies to Olive Financial Markets Pty Ltd, its related bodies corporate, and their appointed authorised representatives and financial advisers (when acting on their behalf), together and separately ("**we**", "**us**", and "**our**").

All Olive employees, directors, managers, contractors, authorised representatives, product distributors, and consultants in all Olive businesses and subsidiaries must comply with this Policy.

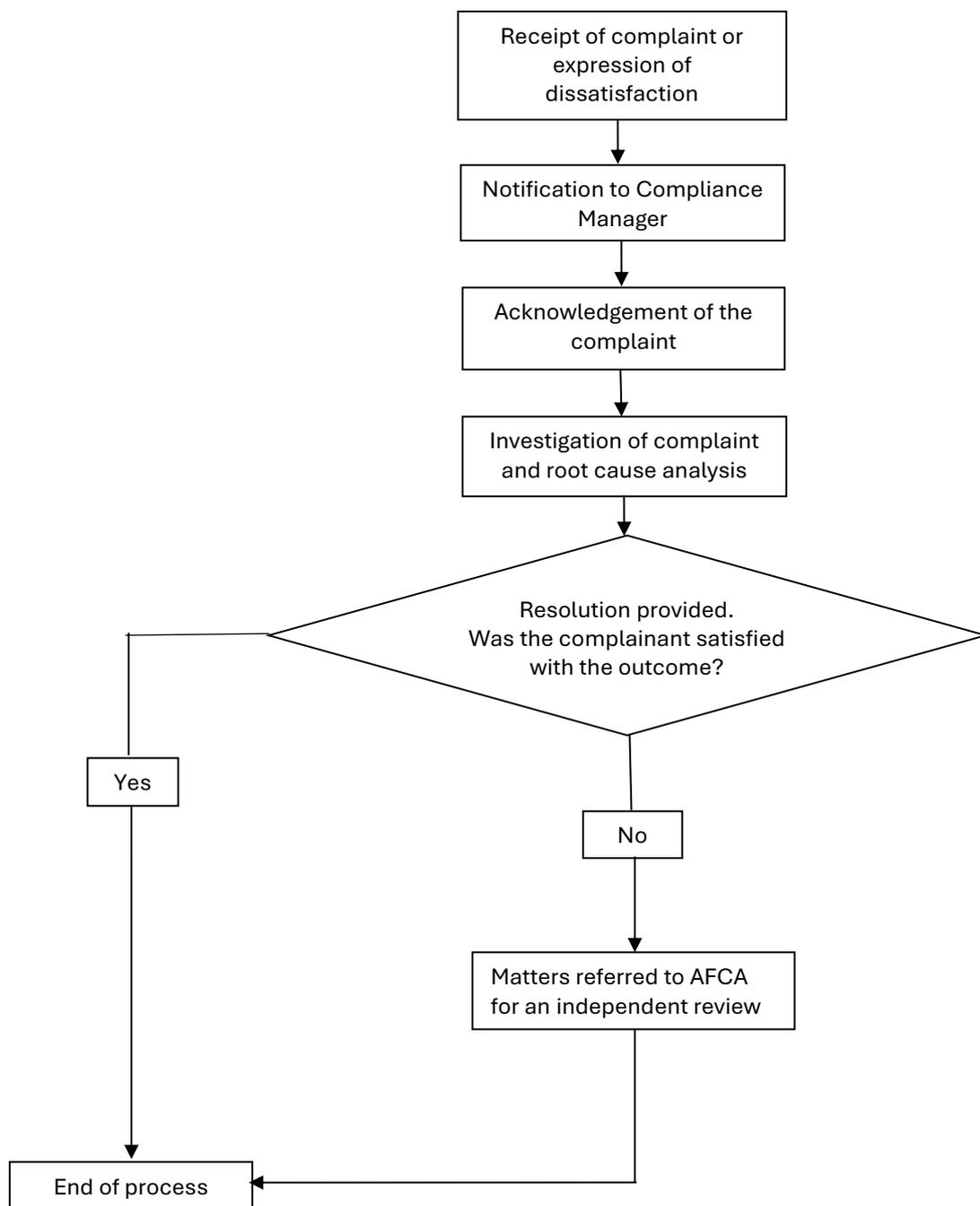
3. What is a complaint?

AS/NZS 10002:2014 sets out the following definition of 'complaint':

[An expression] of dissatisfaction made to or about an organization, related to its products, services, staff, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

4. The Complaints Management Process

Olive Financial Markets Pty Ltd has an Internal Disputes Resolution process in place so that we can resolve complaints quickly and fairly.



5. Complaints Handling Principle

Commitment and Culture

- Olive’s frameworks and procedures ensure that senior management is actively interested in and supportive of effective complaints management.
- Olive’s executives lead by example to create an organisational culture where complaints are valued and managed appropriately.
- The culture of Olive recognises that everyone has a right to complain; therefore, we are open to receiving complaints while contemporaneously demonstrating a commitment to resolving complaints through action.
- Olive encourages all staff to treat complainants with respect, be helpful and adopt a user-friendly approach to complaint management.

Visibility and Accessibility

- Olive encourages complaints and has established a comprehensive IDR process to make it easy for people to voice their concerns through a number of mechanisms.
- Olive processes include widely publicising information about how and where complaints may be made in multiple channels.
- Olive’s complaint process is flexible about how complaints are lodged and offers multiple lodgment methods—including telephone, email, letter, social media, in person, or online.
- Olive ensures that the information provided to the public about the IDR process is easy to understand and use, including by people with disability or language difficulties.

No Charges or Detriment

- Olive’s complaints resolution process is free of charge. This means all complainants are able to make or pursue complaints through the complaint resolution process and incur no cost.

Approach and Methodology

- All complaints are captured consistently, even where they are resolved at the initial contact with us. This helps us improve our systems, processes, products, and services.
- Olive acknowledges receipt of each complaint promptly. Timeliness is central to effective complaint management and is a key performance measure of Olive’s IDR process implementing systems and reporting procedures to ensure timely and effective complaint management and monitoring.
- We seek to resolve the matter to your satisfaction where possible. If we can’t agree on a solution, we will clearly explain our position and provide escalation avenues.

- Complaints trends are reported transparently and regularly to the Risk and Compliance Committee to ensure organisation-wide visibility and continual operational improvement.
- Complaints lodged with an external dispute resolution (EDR) body are managed separately to the internal dispute resolution (IDR) process by Legal Counsel which allows for an independent review of the IDR outcome.

Independence and Fairness

- Olive manages complaints objectively and without actual or perceived bias. The responsibility for complaints is given to staff not involved in the subject matter of the complaint.

Privacy and Confidentiality

- Olive has in place processes and systems to ensure that we comply with our obligations under privacy laws when dealing with complaints.
- Olive is committed to protecting the privacy and security of our clients and colleagues. This includes respecting client confidentiality in relation to complaints and adhering to Olive's Privacy Policy.

6. Who can make a complaint?

Complaints can be received from clients, their authorised representatives, and various other stakeholders.

We will not exclude complaints received from third parties and we will accept complaints from complainants as defined in RG 271 (as a minimum).

These can include (and may not be limited to):

- an existing account holder
- a past account holder
- a client's nominated financial adviser or an authorised representative
- a trust beneficiary
- a superannuation member's employer
- an executor of an estate
- a legal representative
- an authorised third party
- a superannuation fund beneficiary
- a trustee of a self-managed superannuation fund

If you would like further details about who can make a complaint, please contact us.

7. Making a complaint

If you have a complaint or would like to express dissatisfaction with our services you may contact us online, by phone, email, or in writing.

Website: <https://www.olivefinancialmarkets.com.au/contact-us/> **Postal Address:**
89 Bronte Road
Email: complaints@olivefinancialmarkets.com.au Bondi Junction NSW 2022
Phone: 1300 941 852

All complaints whether utilizing made social media channel or account owned or controlled by Olive that is the subject of the post, where the author is both identifiable and contactable will follow the IDR process.

When lodging a complaint Olive will ask you to provide the following information to assist us in responding and investigating your complaint promptly:

- Your name
- Your preferred contact details and method of contact (phone, email, etc); and
- Details of the complaint or issue including:
 - the service or product;
 - the nature of your concern;
 - any information you believe would assist us to understand and investigate your complaint further; and
 - details of the outcome you are looking to achieve or how best we can address your feedback.

Assistance to make a complaint

Olive encourages complaints and has established processes to make it easy for people to voice their concerns by developing an IDR system that is readily accessible and easy to use. Moreover, Olive proactively identifies people who might need additional assistance.

We recognize that Intellectual disability, mental health disorders, or cultural or linguistic differences can make it difficult for certain clients to advocate for themselves when making a complaint. These conditions can also make it difficult for people to maintain an interest in their complaint to provide further information when asked. Olive has established processes for dealing with clients requiring special assistance. Employees have been instructed to show a readiness to deal with a guardian, friend, advocate, or another person who acts, with appropriate authority, on behalf of a client. We can also engage translation services if required.

8. How we handle complaints

We value all complaints and aim to respond to you promptly.

Additionally, we recognise complaints can be urgent and involve a level of stress so we will assess and prioritise complaints according to the severity of the issues raised. When dealing with complaints, our IDR process ensures that the principle of fairness underpins the investigation and outcome of the complaint.

- Fairness ensures that you have the right to:
- be heard with empathy and compassion;
- know whether we have complied with legal and regulatory requirements;
- request all relevant material to support the complaint;
- be informed about Olive’s policy;
- be informed about other avenues for further review including referral to the relevant EDR schemes of which we are a member;
- be provided with a response to the complaint including our decision and reasons for that decision;
- know that the complaint is being reviewed independently within Olive by our senior compliance staff; and
- confidentiality and privacy are maintained in accordance with the law.

Acknowledging a complaint

We will acknowledge your complaint/expression of dissatisfaction within 24 hours (or one business day) of receiving it, or as soon as practicable. Olive may acknowledge a complaint verbally or in writing (email, post, or social media channels), depending on what the complainant requires. When determining the appropriate method of communication, Olive will consider the method used by the complainant to lodge their complaint and any preferences they may have expressed about communication methods.

Timeframes

If you refer your complaint to us, we will work with you to resolve your complaint within the maximum timeframe prescribed by ASIC Regulatory Guides 271 below:

Complaint type	Maximum timeframe for IDR response	More information
Standard complaints	No later than 30 calendar days after receiving the complaint.	RG 271.56
Complaints about superannuation death benefit distributions	No later than 90 calendar days after the expiry of the 28-calendar day period for objecting to a proposed death benefit distribution referred to in s1056(2)(a) of the Corporations Act.	RG 271.80 – RG 271.85

There are many variables that can affect complaint response times. This includes the complexity of the issues raised and the availability of information, including from third parties. If we realise we will need more than the maximum timeframe to investigate and resolve a complaint, we will provide an 'IDR delay notification' which includes the reasons for the delay, your right to escalate a complaint to AFCA, and the contact details for AFCA.

Responding to your complaint

Olive endeavours to deal with complaints with as little formality as possible and avoids requirements (e.g. that a complaint must be lodged in writing) that restrict complainants' access to the IDR process. Moreover, Olive adopts a range of flexible complaint management approaches that promote early resolution, wherever appropriate.

9. Your options for review

Olive Financial Markets is also a member of the **Australian Financial Complaints Authority (AFCA)** – Membership Number - 26324, a free, fair, and independent dispute resolution scheme. If you are dissatisfied with the IDR outcome, you have the right to lodge a complaint with AFCA, contact details are below. You may also make a complaint via the Australian Securities and Investments Commission, free call Info line on 1300 300 630.

You can contact AFCA at:

Website:	afca.org.au	Postal Address:	
Email:	info@afca.org.au		Australian Financial Complaints Authority
Phone:	1800 931 678 (free call)		GPO Box 3
			Melbourne, VIC, 3001

If your complaint relates to a privacy matter and you are not satisfied with our response or if your complaint has not been resolved within 30 days, you can contact the **Office of the Australian Information Commissioner (OAIC)** at:

Website:	oaic.gov.au	Postal Address:	
Email:	enquiries@oaic.gov.au		Office of the Australian Information Commissioner
Phone:	1300 363 992		GPO Box 5218
			Sydney NSW 2001