

# Information Sheet

## Making a Complaint and Giving Feedback



At Funds in Court (FIC), we aim to look after your funds in the best way possible and give you a service of the highest quality. Because of this, we will listen carefully to your feedback and complaints about our services.

### It's OK to complain

We take all complaints seriously.

We will do our best to:

- deal with complaints in a transparent, timely and appropriate manner
- resolve complaints fairly and quickly
- use the lessons learned from your complaints to improve our services.

### How to make a formal complaint

Your Client Services Officer is always available to discuss any issues you may have, including if you are dissatisfied with our service. Many of these issues can be resolved quickly.

However, there may be times when you would like to make a formal complaint about your Client Services Officer or our services.

You can make a formal complaint by:

- calling us on 1300 039 390 (or on +61 3 9032 3777 if you are outside Australia) and asking to be put through to the Complaints Officer
- emailing us at [requests@fundsincourt.vic.gov.au](mailto:requests@fundsincourt.vic.gov.au) with 'Attention: Complaints Officer' in the subject line
- filling in the complaint form on our website [www.fundsincourt.vic.gov.au](http://www.fundsincourt.vic.gov.au)
- calling us on 1300 039 390 (or on +61 3 9032 3777 if you are outside Australia) to get a printed copy of the complaint form mailed to you
- posting your complaint to Funds in Court, Supreme Court of Victoria, 210 William Street, Melbourne, Victoria 3000.

### Can you complain in a language other than English?

Yes.

We will help you if you want to complain in a language other than English. There is no cost to you.

You or your representative can call us and we will arrange an interpreter.

You or your representative can write to us in your language by letter or email. We will get it translated into English.



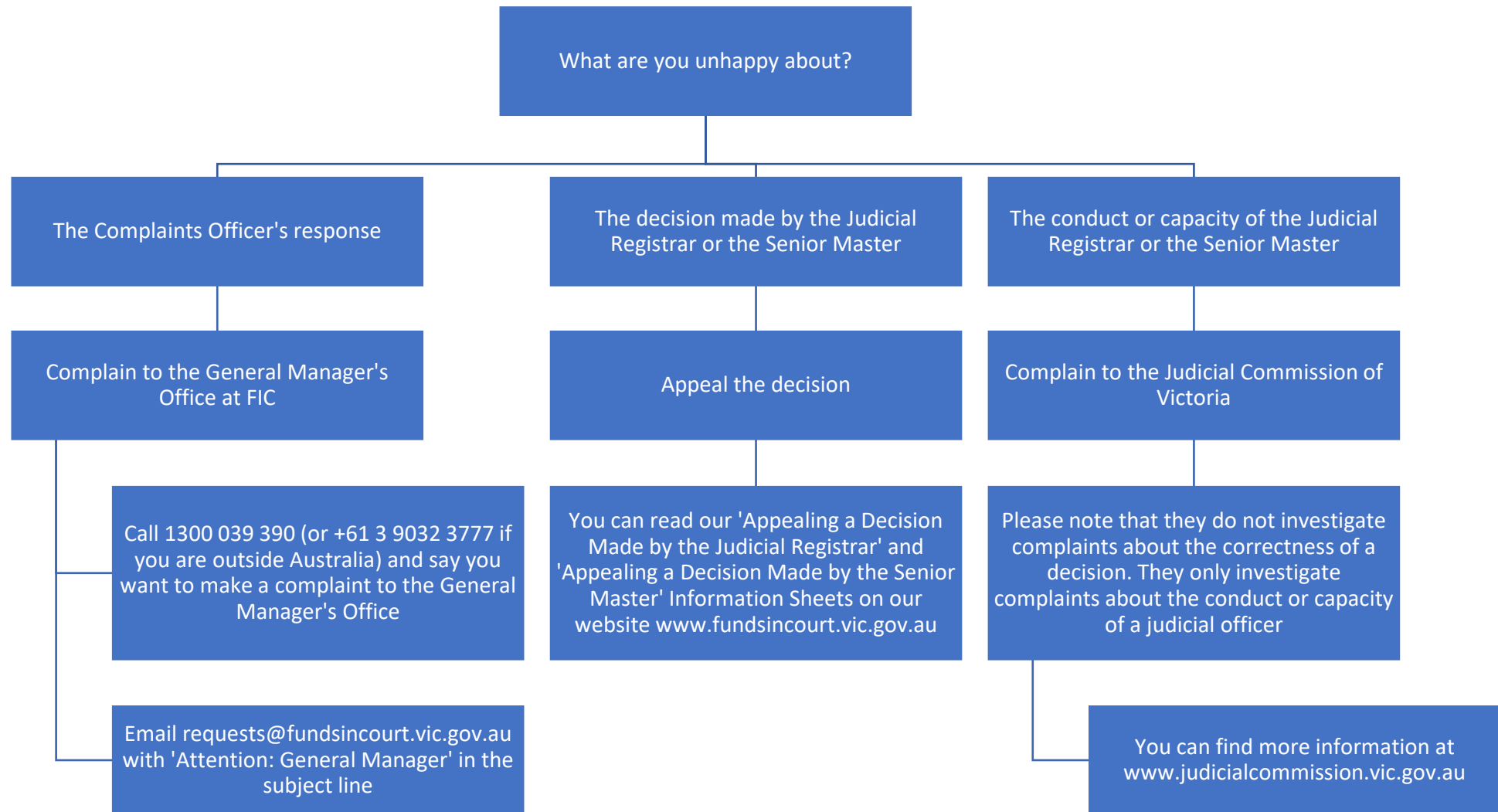
## What happens after you make a complaint?



## What if you are still not happy?

If you are still not happy, you can always talk to your Client Services Officer or our Complaints Officer.

There are different ways to complain depending on what you are unhappy about.





## How to give feedback

We are happy to get constructive feedback about our services. We will seriously consider all suggestions for improvement or change.

We are also happy to hear about times when you have been pleased with our service, or when you think a staff member has done a great job.

You can give us your feedback by:

- calling us on 1300 039 390 (or on +61 3 9032 3777 if you are outside Australia)
- emailing us at [requests@fundsincourt.vic.gov.au](mailto:requests@fundsincourt.vic.gov.au)
- filling in the feedback form on our website [www.fundsincourt.vic.gov.au](http://www.fundsincourt.vic.gov.au)
- posting your feedback to Funds in Court, Supreme Court of Victoria, 210 William Street, Melbourne, Victoria 3000.

We will let you know when we have received your feedback.