

Complaints Policy

At LawFinance Limited (**LawFinance**) we take complaints very seriously. If you have any complaint in relation to the services provided by us to you, please inform us immediately.

Set out below are the procedures for the handling of complaints and disputes with respect to the provision of litigation funding services by LawFinance.

How complaints are received and dealt with

When a client complains, the person to whom the complaint is directed has 5 working days to attempt to resolve the complaint directly with the client. If the complaint cannot be resolved within 5 working days by the relevant staff member it must be escalated to the Chief Executive Officer. Within 5 days of being notified of the complaint, the Chief Executive Officer will ensure that an acknowledgement letter is sent to the client identifying themselves as the person who will handle the complaint and to explain the complaints handling process and any rights they have.

Maximum time frame for dealing with a complaint

The Chief Executive Officer will act as an impartial investigator and will attempt to resolve the complaint with the client within 10 working days of the acknowledgement letter being sent.

If the complaint cannot be resolved within the 10 day period then a more detailed letter will be written to the client explaining this fact and, if necessary, seeking further information. The Chief Executive Officer will seek to resolve the complaint in as efficient a manner as possible.

Remedies for resolving complaints

Each complaint received by LawFinance is handled on a case-by-case basis, and applicable remedies will vary due to the unique circumstances of each complaint. These remedies include, but are not limited to:

- written or verbal explanation of the issue;
- refunding or crediting a client account; and
- determining and implementing case specific remedies.

Complaints will be handled at no charge to the complainant, subject to statutory requirements.

Recording and monitoring of complaints

LawFinance will maintain a complaints register for recording complaints and responses to them, while protecting any personal information and ensuring the confidentiality of complaints as appropriate.

Information to include in a complaint

To expedite the resolution of your complaint, we suggest that you provide the following information:

- as much detail as you can provide regarding your complaint;
- any relevant documentation you may have to support your claim; and
- what you believe to be a fair resolution to the concerns that you have raised.

How to Complain

By Phone:

You can contact make a complaint by calling us on +61 2 9696 0220 and lodging a complaint with the Chief Executive Officer.

In Writing:

You can write to us at:

The Chief Executive Officer
LawFinance Limited
Level 16
56 Pitt Street
Sydney NSW 2000

Email:

enquiries@LawFinance.com.au

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