



Public Complaints Policy

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Public Complaints Policy

Policy on how consumers may lodge a complaint and the treatment of complaints for both direct and indirect investors

Purpose of Policy

Fawkner Property Ltd (**Fawkner**) acts as the manager of unregistered managed investment schemes and responsible entity of registered managed investment schemes. The purpose of this Public Complaints Policy is to provide to investors in schemes operated by Fawkner information about the internal dispute resolution processes applicable to complaints raised by investors.

How consumers may lodge a complaint

An investor who is dissatisfied with Fawkner staff or services, the operation of a scheme, including the application process, or the handling of a complaint, may lodge a complaint with Fawkner using the contact details at the foot of this document:

- a. by hand, at the office address of Fawkner; or
- b. by post, addressed to the Complaints Officer at the postal address of Fawkner;
- c. by email, addressed to the Complaints Officer at the email address of Fawkner; or
- d. by telephone call to the Complaints Officer or the relevant Authorised Representative; or
- e. by any other means expressly agreed upon by the Fawkner and the relevant investor.

Options available to assist complaints

An investor proposing to make a complaint may engage another person to be their representative and act on their behalf through the complaint process, provided the investor nominates the representative and makes it clear that Fawkner should deal with the representative.

The Fawkner Complaints Officer is available by telephone or email to assist the investor or the representative of the investor in compiling and lodging a complaint.

Key steps for dealing with complaints

The key steps in the Fawkner process of handling a complaint are as follows:

- *acknowledgement* – receipt of the complaint is acknowledged by a means appropriate to the means by which the complaint was lodged with Fawkner and the preferences of the investor lodging the complaint;
- *assessment and investigation* – the staff member appointed to deal with the complaint gathers all information relevant to the complaint, which may include requests for further information from the investor or the representative of the investor, and provides a report to the external director designated to oversee complaints; and
- *response* – the Complaints Officer will provide to the investor or the representative of the investor a written response as to the final outcome of the complaint (either confirmation of actions taken by Fawkner to fully resolve the complaint or reasons for rejecting the complaint in whole or in part).

Response timeframes

The maximum time frames Fawkner will apply for dealing with complaints are as follows:

- *acknowledgement* – the business day on which the complaint is lodged or the next business day;
- *response* – no later than 30 calendar days after the day on which the complaint was lodged.

The time for a response may be extended only if the complaint involves unusual complexity or there are circumstances beyond the control of Fawkner which make a response within 30 days not reasonably possible. In these circumstances, the Complaints Officer will inform the investor or the representative of the investor of the expected response timeframe and the reasons for the delay.

Accessing AFCA

Fawkner is a member of the Australian Financial Complaints Authority (**AFCA**). An investor who is not satisfied with the response to a complaint or the time being taken to prepare a response to a complaint, may make a complaint to AFCA.

AFCA states that it independently assists consumers and small businesses to make and resolve complaints about financial firms at no cost to the consumer or small business.

The constitution of AFCA and other corporate information can be found at:

<https://www.afca.org.au/about-afca/corporate-information/> .

Contact details for AFCA:

Tel: 1800 931 678

Email: info@afca.org.au

Fax: (03) 96136399

Mail: Australian Financial Complaints Authority Limited

GPO Box 3

Melbourne VIC 3000

A person intending to take a complaint to AFCA should go to: <https://www.afca.org.au/make-a-complaint/> .

Contact

Investors or advisers who have any questions or would like to request more information available to existing or potential investors, are invited to contact Fawkner investor relations:

Fawkner Property Ltd ACN 147 265 281
AFSL 437334

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The logo consists of a white circle centered on a dark blue background. Inside the circle, the words "FAWKNER" and "PROPERTY" are stacked vertically in a black, serif, all-caps font. A thin horizontal line separates the two words.

FAWKNER

PROPERTY