

## **Dispute Resolution Process**

Quantum Family Law Funding strives to be a responsible lender and provide excellent customer service to all of our clients. Sometimes though, differences do occur. When this happens our aim is to resolve all issues quickly and as amicably as possible. Quantum Family Law Funding is a ASIC registered credit provider and a member of the Financial Ombudsman Service. We have an established Dispute Resolution Process to assist individuals who are not satisfied with any aspect of our services.

### **How to lodge a complaint with Quantum Family Law Funding**

Please contact us as soon as possible in regards to your complaint. The sooner we have received the complaint from you the quicker we will be able to investigate the issues stemming from your complaint and respond to you with a satisfactory result.

To lodge your complaint you can either, write, email or fax us a letter detailing the dispute you wish to be investigated including all of your contact details and any relevant documents.

Our details for lodgement are as follows;

Postal Address: Level 7, 500 Collins Street Melbourne VIC 3000

Email Address: [info@quantumfamily.com.au](mailto:info@quantumfamily.com.au)

Fax Number: 03 8625 0999

Quantum Family Law Funding will begin looking into your complaint as soon as it has been received. You will receive a notification letter from our dispute resolution officer (by your preferred contact method) advising you we have received your complaint and that we are currently investigating your complaint. This person will write to you within 15 working days advising the outcome of their review.

### **Further Assistance**

Quantum Family Law Funding will investigate all factors surrounding the dispute to resolve the issue on a final basis as fairly and amicably as possible. In the event that you are not satisfied with our result, you may contact our external dispute resolution body The Financial Ombudsman Services (FOS).

To talk to or lodge a complaint with the FOS visit [http://www.fos.org.au/centric/home\\_page.jsp](http://www.fos.org.au/centric/home_page.jsp)