



Complaint resolution process

Owner	General Counsel / Company Secretary
Application	Region
Version	2
Version Date	October 2023
Next Review Date	October 2025



Contents

1.	Background	3
2.	A guide to our complaint resolution process	3
3.	Does your complaint relate to other matters?	3
4.	How to lodge a complaint.....	3
5.	What will we do when a complaint is received?	3
6.	Zero tolerance for rude, abusive behaviour.....	4
7.	What if you are not satisfied with our response?	4

1. Background

Region comprises Region Management Trust, Region Retail Trust (together, Trusts), Region RE Limited (“**Region RE**”) and any entities owned and / or managed, either beneficially or legally, by the Trusts or Region RE (“**Region**”).

2. A guide to our complaint resolution process

- (a) Region takes all complaints very seriously.
- (b) We have established internal processes and procedures to receive, investigate and address any complaints in relation to the financial services provided by Region RE (**us, we, our**) to you as a retail client. This policy, along with our internal processes and procedures have been developed in accordance with the *Corporations Act 2001* (Cth) and *ASIC Regulatory Guide RG 271* Internal dispute resolution to ensure your complaint is addressed fairly, timely and effectively.

3. Does your complaint relate to other matters?

- (a) This Policy applies to all expressions of dissatisfaction made to or about us relating to our financial products, financial services, staff or the handling of a complaint in respect of these products and services provided to you as a retail client and where a response or resolution is explicitly or implicitly expected or legally required.
- (b) It does not cover staff grievances or employment-related complaints, simple requests for information and comments

made about us where a response is not required.

- (c) If your complaint relates to tenancy of an asset owned or managed by us, please contact the centre manager of the relevant asset directly in the first instance.

4. How to lodge a complaint

- (a) You can choose the following ways to inform us of your complaint:

By Post:

Compliance Officer,
Region,
Level 5, 50 Pitt Street,
Sydney NSW 2000

By E-mail: legal@regiongroup.au

By Phone: (02) 8243 4900

- (b) Please set out all the details that you consider relevant, together with your own contact details.

5. What will we do when a complaint is received?

- (a) We will acknowledge receipt of your complaint within 24 hours and work with you to resolve your complaint as best we can.
- (b) We will undertake a full investigation and assessment of your complaint taking into consideration all available information relating to your complaint. This may include consideration of information provided by you and information that is available in our records (as relevant).
- (c) If we resolve your complaint within 5 business days from the day you made your complaint, we will provide a written response where requested.

- (d) Where your complaint is resolved between 5 business days and 30 calendar days, we will provide you with a full written response to your complaint within 30 calendar days covering details of the outcome or if an outcome could not be determined within this timeframe, an update of the progress and reasons for the delay.
- (e) Any action required to resolve your complaint, will be completed as soon as possible to ensure all resolution outcomes are implemented in a timely manner.

6. Zero tolerance for rude, abusive behaviour

We understand that when providing a complaint, there may be heightened emotions of dissatisfaction or even anger. However, we have no tolerance for our team members being abused, threatened or belittled. As mentioned above, we take all complaints very seriously. It is beneficial for all if matters can be addressed in a courteous manner. We have a legal responsibility to provide a safe working environment for employees.

7. What if you are not satisfied with our response?

- (a) If you are dissatisfied with the way we handled your complaint, or dissatisfied with our response, you can contact an external complaint resolution scheme, who will investigate the matter on your behalf.
- (b) We are members of the Australian Financial Complaints Authority Limited (Membership Number 31285). AFCA provides consumers

and small businesses with free, fair and independent dispute resolution for financial complaints. Their contact details are:

Australian Financial Complaints Authority
Limited
GPO Box 3
Melbourne Victoria, 3001

Toll Free 1300 931 678

Fax (03) 9613 6399

Email info@afca.org.au

Website at www.afca.org.au

- (c) Lodge an online complaint at:
<https://www.afca.org.au/make-a-complaint/complain>