

Complaints & Feedback Management Policy

- 1 This policy covers the management of complaints or feedback received from clients or other stakeholders with respect to insolvency administrations, projects, or services undertaken by McGrathNicol (“the Firm”), or with respect to the conduct of our people, or ethical matters, relating to the activities of the Firm.
- 2 Any person, organisation or other stakeholder not satisfied with any aspect of an insolvency administration, a project, or a service undertaken by the Firm, or the conduct of our people, or ethical matters, relating to the activities of the Firm, may contact the Firm to notify us of the issue. Similarly, feedback on the Firm’s insolvency administrations, projects or services, or the conduct of our people or ethical matters relating to the activities of the Firm can also be notified to us.
- 3 We request that complaints or feedback be provided in writing (by letter or email) to ensure that the details are received in a clear and complete manner.
- 4 In the first instance, written complaints or feedback should be directed to the Partner responsible for the relevant insolvency administration, project or service. The identity of the Partner responsible will generally be clearly identified on any correspondence relating to insolvency administrations, projects or services undertaken by the Firm.
- 5 If you are uncertain as to whom to direct the complaint or feedback to, or if you are dissatisfied with the initial response to a complaint, you may direct your complaint or feedback in writing to:

The Risk Partner (Chris Honey), *or*
 The Professional Practice Partner (Robyn McKern)
 McGrathNicol
 GPO Box 9986
 Sydney NSW 2001

or by email to:

complaint@mcgrathnicol.com *or* feedback@mcgrathnicol.com

- 6 The following details should be provided with the complaint or feedback:
 - + The name of the Firm’s insolvency administration, project or service and of the relevant Firm personnel;
 - + Your name, title and contact details and, if relevant, the details of the organisation you represent and in what capacity;
 - + Your connection with the Firm’s insolvency administration, project or service, or the relevant Firm personnel;
 - + The name(s) of any Firm personnel with whom you may have already raised your complaint or feedback;
 - + The details of any external party that you may have already discussed your complaint or feedback with;

- + The background and facts relating to your complaint or feedback including the date(s)/time(s) when the relevant conduct occurred; and
- + A copy of any documents relevant to your complaint or feedback. If you do not have all relevant supporting documentation, please make note of this and explain why this is the case.

7 We will provide a response acknowledging receipt of your complaint or feedback within one week, and we aim to provide a more complete response or resolution (where required and if possible) within one month.

8 **If you are not satisfied with our response or resolution**, you may wish to refer the matter:

In the case of complaints or feedback involving insolvency administrations, to -

The Insolvency Practitioners Association of Australia
GPO Box 9985, Sydney NSW 2001; or

Australian Securities & Investments Commission
PO Box 4000, Gippsland Mail Centre Vic 3841

In the case of any complaints or feedback, to -

The Institute of Chartered Accountants in Australia
GPO Box 9985, Sydney NSW 2001

9 Please note that any information gathered through the Firm's Complaints & Feedback Management process will be retained on a confidential basis (where requested and/or as appropriate) and may be used in enhancing the Firm's system of quality controls.