



**BANK OF BARODA**

**SYDNEY**

**CUSTOMER COMPLAINT RESOLUTION  
PROCEDURE**

# INDEX

<b>Sl. No.</b>	<b>Description</b>	<b>Page No.</b>
1	Purpose	
2	Definitions	
3	Applicability	
4	Outcome	
5	Customer Complaint Handling and Management	
6	Time Frame and Communication	
7	Customer Support	
8	Reference to AFCA	

## **Purpose**

Bank of Baroda Australia territory (Bank/ BOB, Sydney) is committed in providing uninterrupted Quality service to its customers and therefore it is necessary to have well laid customer complaint handling procedure in line with RG 271 standard.

This procedure applies to Bank of Baroda, Sydney, its employees and its representatives. When responding to customer complaints in Australia, employees and representatives of Bank of Baroda, Sydney will follow the laid-out guidelines in this document

Accordingly, this process document explains the customer dispute handling and resolution process.

## **What is a Complaint**

An expression of dissatisfaction made to or about Bank of Baroda, Sydney, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required

## **Applicability**

The guidelines mentioned in this document applies to Deposit, Remittance and Small and Medium size customers.

This document does not apply to:

- (a) employment-related complaints raised by BOB Sydney staff; and
- (b) comments made about BOB Sydney where a response is not expected, such as:
  - (i) feedback provided in surveys; or
  - (ii) reports intended solely to bring a matter to BOB Sydney's attention

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## **Outcome**

- i. resolve complaints quickly and directly
- ii. promotion of trusted relationships between the parties
- iii. improved levels of consumer confidence and satisfaction
- iv. greater understanding of the key drivers of complaints
- v. reduced AFCA and future remediation costs
- vi. achieving organisation-wide understanding of the definition of 'complaint'
- vii. improving timeliness and efficiency
- viii. fostering organisation-wide accountability for complaint management





To develop and maintain a positive complaint management culture, BOB Sydney has a robust process, including all procedures, documents, policies, resources, governance and arrangements in place to manage complaints

## **CUSTOMER HANDLING AND MANAGEMENT PROCESS**

### **Acknowledgment of Complaint**



-  BOB Sydney shall acknowledge the receipt of complaint formally within 24 hours (or one business day) of receiving it, or as soon as practicable despite the complaint whether it is made verbally or in writing (email, post or social media channels).
-  When determining the appropriate method of communication, BOB Sydney shall take into account the method used by the complainant to lodge their complaint and any preferences they may have expressed about communication methods

## **Lodging a complaint**


-  BOB Sydney does not charge for the receipt of complaint and resolving it. It is absolutely free.
-  BOB Sydney's staff are adequately trained in handling the complaint resolution process and would lend a helping hand to its customers who would like to lodge a complaint which includes helping with translating from certain native Indian languages to plain English.
-  BOB acknowledges that you can appoint someone (must be 18 years or older) to manage your complaint on your behalf, for example, a friend or family member, a legal or accredited representative, or financial counsellor.
-  Generally, we'll talk to your representative if you authorise us to do so but, in some instances, we may need to get more information (such as their accreditation) from them first.

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## **Complaint Handling and Management Process**

-  While acknowledging the receipt of complaint, BOB Sydney shall provide the expected date of resolution. While the complaint being assessed, if BOB Sydney is of the view that it may need more time that is required beyond its reasonable control, it shall inform the complainant accordingly.
-  BOB Sydney shall assess the information given to us, investigate the issues and work with you to find a fair solution

## **BOB Sydney's Assurance**

-  BOB Sydney and its staff will act honestly, consistently and fairly in the handling all complaints

- ✚ Keep our customers or their representatives updated on the progress of their complaint, use plain English and consider any communication or accessibility assistance they may need.
- ✚ Apologise as soon as we become aware we have done and try to rectify the wrong doing if any.
- ✚ Treat the complainant with respect, dignity and protect their privacy, consider their personal circumstances, background and sensitivity.
- ✚ Investigate complaints thoroughly and without unnecessary delay
- ✚ Make a sincere attempt to resolve the complaints as soon as possible, and provide any financial compensation where it is the right thing to do.
- ✚ Liase with other agencies if required
- ✚ Work on other alternate resolution process that can avoid unnecessary legal proceedings
- ✚ We'll aim to provide a final response to your complaint as quickly as we can. If we're unable to do this within 30 days, we'll provide you the reason for the delay, give you a date you can expect to hear an outcome and continue to update you on our progress
- ✚ BOB Sydney shall learn from the complaints we receive and fix the issues that may impact other customers

## **Roles and Responsibilities**

Empower our employees and representatives to act with authority and integrity when investigating and resolving complaints.

If BOB Sydney's frontline staff or an initial point of contact considering the complaint, are not able to resolve it:

(a) the complaint will be escalated to Vice President

(b) if it still could not be resolved, the complaint shall be escalated to CE

© if it still remains unresolved, the complaint shall get referred to either resolution committee at the territory that comprises of CE, VP and RCO.

## **Communicating the outcome**

BOB Sydney shall communicate to the complainant about

(a) the final outcome of their complaint that will include either course of actions taken by BOB Sydney to fully resolve the complaint or reasons for rejection or partial rejection of the complaint;

(b) their right of the complainant to lodge a complaint with AFCA if they are not satisfied with the response; and

(c) the contact details for AFCA

Whenever BOB Sydney rejects or partially rejects the complaint, the response shall clearly set out the reasons for the decision by:

(a) identifying and addressing the issues raised in the complaint;

(b) setting out the BOB Sydney's findings on material questions of fact and referring to the information that supports those findings; and

(c) providing enough detail for the complainant to understand the basis of the decision and to be fully informed when deciding whether to escalate the matter to AFCA or another forum.

(d) Explain the high-level process

## Maximum timeframes for Resolution

Type of Complaints	Time Frame for Resolution
Standard complaints	No more than 30 calendar days after receiving the complaint
Traditional Trustee complaints	No more than 45 calendar days after receiving the complaint
Credit-related complaints involving default notices	No more than 21 calendar days after receiving the complaint

## Delay Notification in time frame for Resolution

There must be no reasonable opportunity for BOB Sydney to provide the response within the relevant maximum timeframe because:

- (a) resolution of the individual complaint is particularly complex and/or
- (b) circumstances beyond BOB Sydney's control that are causing complaint management delays.

BOB Sydney before the designated time frame expires shall give the complainant a delay notification that informs the complainant about:

- (a) the reasons for the delay;
- (b) their right to complain to AFCA if they are dissatisfied; and
- (c) the contact details for AFCA

BOB Sydney does not need to provide a response to a complainant if it closes the complaint by the end of the fifth business day after receipt because BOB Sydney has:

- (a) resolved the complaint to the complainant's satisfaction



(b) given the complainant an explanation and/or apology when the firm can take no further action to reasonably address the complaint.

### **Complaints involving default notices**

If a complaint involves a default notice, BOB Sydney shall provide a response to the complainant within 21 calendar days

BOB Sydney shall give a borrower a 'default notice' before commencing enforcement proceedings to recover money, take possession of property or sell property.

The default notice shall:

- (a) inform the borrower that they must remedy the default within 30 calendar days; and
- (b) substantially meet any other related regulations

BOB Sydney shall refrain from commencing or continuing with legal proceedings or any other enforcement action (i.e., debt collection activity) against the complainant, unless the statute of limitations is about to expire, this applies:

- (a) while the complaint is being handled and during the 21 calendar days; and
- (b) for a reasonable time thereafter.

### **Escalation to Customer Advocate**

If a complainant chooses to escalate their complaint to their advocate, the total time spent dealing with the complaint must not exceed the relevant

maximum timeframe set out in the Table in this document. However, the total time includes both the Resolution process and the customer advocate review

### **BOB Sydney's Reference to AFCA**

BOB Sydney may directly refer a complaint to AFCA for resolution. This may occur where BOB Sydney has given a response to the complainant, but the complaint remains unresolved and the complainant has not escalated it to AFCA

### **Customer support**

BOB Sydney Shall ensure a hard copy is made available on request. The complaints can be lodged and BOB Sydney offer multiple lodgement methods—including telephone, email, letter, social media, in person, or online.

Complaints do not need to be in writing—in some cases, insisting that complaints are in written form can be a disincentive to the complainant BOB Sydney has trained staff to proactively identify, support and assist people who need help to make a complaint.

### **Recognition of customer representative**

BOB Sydney shall allow representatives to lodge complaints on behalf of complainants. Such representatives might include financial counsellors, legal representatives, family, friends and members of parliament.

Once BOB Sydney is notified that a complainant has authorised a representative, it will not contact the complainant directly unless:

- (a) the complainant specifically requests direct communication BOB Sydney;
- (b) BOB Sydney reasonably believes that the representative is acting against the complainant's best interests;
- (c) BOB Sydney reasonably believes that the representative is acting in a deceptive or misleading manner with the complainant and/or the firm;
- (d) BOB Sydney reasonably believes that the representative is not authorised to represent the complainant; or
- (e) at the time BOB Sydney is dealing with the complaint, the representative has been excluded by AFCA from representing complainants in relation to any complaint lodged with AFCA

Skills, attributes and training RG 271.148 We expect staff who deal with complaints to have the knowledge, skills and attributes to effectively perform their roles. This includes: (a) knowledge of this regulatory guide, consumer protection laws relating to financial products and services, AFCA approaches and relevant industry codes of practice; (b) an understanding of the products and services offered by the financial firm; (c) empathy, respect and courtesy; (d) awareness of cultural differences and the ability to identify and assist complainants who need additional assistance;

strong verbal and written communication skills; and (f) analytical thinking and good judgement.

When a complaint is received, complaint management staff should assess and prioritise complaints according to the urgency and severity of the issues raised. Example of matters that should be prioritised include where: (a) the complainant is experiencing domestic or financial abuse; (b) the complainant has a serious or terminal illness; or (c) a delay in addressing the complaint could adversely affect the complainant's basic living conditions.

Closing complaints RG 271.164 When closing a complaint, firms should record the complaint outcome, complaint remedy and financial compensation amount (if any).

Complaint management documentation is a key component of a financial firm's IDR process. Firms must have a publicly available, readily accessible

complaints policy and an internal complaint management procedure. Firms must provide material that explains their IDR process free of charge to complainants.

**If you're unhappy with our final response or our handling of your complaint**

If you're not satisfied with the outcome of your complaint, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA). They provide a fair and independent, free complaint resolution service:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Address: GPO Box 3, Melbourne, VIC, 3001

If your complaint is about your privacy or how we handle your [Consumer Data Right](#) (CDR data), you can also contact the Office of the Australian Information Commissioner:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

Postal address: GPO Box 5218, Sydney NSW 2001