

Dispute or Complaint

What to Do if You Have a Dispute or Complaint?

At Funding Fox, we make sure to deliver excellent service. Please let us know if we haven't met your expectations or if you have a complaint about our services. We are committed to resolving matters promptly, thoroughly, and legally.

How to Make a Complaint

If you still have a complaint, please follow this procedure:

Contact Our Office: Reach out to Funding Fox.

Provide Additional Information: We may ask you for more details and request that you write your complaint to ensure a complete investigation.

Updates: If your complaint takes time to resolve, we will keep you updated on the progress.

Third-Party Products and Services

If your complaint is about a product or service from a third party (like a lender), we may ask you to reach them directly. They will handle your complaint using their strategy. If you are unsatisfied with their solution, you can escalate the issue to their External Dispute Resolution Scheme. Kindly contact the third party for details.

Keeping You Informed

Acknowledgment: Our Complaints Department will accept your complaint within five business days.

Progress Updates: If we can not resolve your complaint within five business days, we will notify you about our steps to investigate and handle your complaint.

Outcome: We will inform you of the result of the investigation and our decision within 45 calendar days. If we need more time, we will let you know.

Not Satisfied with the Outcome?

If you are unsatisfied with our solution, you can forward the matter free of charge to the relevant External Dispute Resolution Scheme. You can do this anytime, but they may ask that our internal process be completed first. The external dispute resolution service provider is the Australian Financial Complaints Authority (AFCA), which can be contacted at:

Telephone: 1800 931 678

Website: <https://www.afca.org.au/>

Mail: GPO Box 3, Melbourne, Victoria 3001