

POLICY: Castaway Complaint Policy BMS/ ISMS [External]

There may be times where Financier Software Pty Ltd (Castaway) does not meet your expectations. Perhaps our software, our services or our Customer Success team have given you reason to be dissatisfied with our company.

In these circumstances we encourage you to let us know as soon as possible. We are committed to learning from your experiences as it will help us to continually improve the way we deliver.

Castaway has a structured approach to resolving complaints. Indeed, the approach is detailed here in 3 steps:

Step 1 – Provide us with details about your complaint

If you are dissatisfied with a product or service provided by Castaway, you can lodge a complaint with us.

Please include in your complaint the following details:

1. your name and contact details;
2. the nature of the complaint;
3. details of any steps you have already taken to resolve the complaint;
4. details of conversations you may have had with us that may be relevant to your complaint and;
5. copies of any documentation which may be relevant.

Please send your complaint to coo@castawayforecasting.com.

Step 2 – Castaway will investigate your complaint

We will take note of what information you provide to us. This information will be passed on to the appropriate department of Castaway to manage the complaint.

We are committed to resolving your complaint with professionalism, discretion and within a timely manner.

Step 3 – Castaway will provide a response

We will keep in touch with you during the process. If you require support, please email cs@castawayforecasting.com or, if more sensitive, email coo@castawayforecasting.com.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken.

Further information

If you require additional information in relation to this policy, or you have any suggestions for improvement to this policy, please contact coo@castawayforecasting.com.



Jo Buchanan
COO
1 September 2023

CASTAWAY

Currency: September 2023

Revision history

VERSION	DATE	REVISION AUTHOR	SUMMARY OF CHANGES
1.0	1 MAR 2019	Jo BUCHANAN	Initial DRAFT
2.0	1 SEP 2023	Jo Buchanan	Updated v2.0

Distribution

Jo BUCHANAN	COO
Michael FORD	CEO
The Castaway Team (as determined)	All