

# Complaints Management Policy

Complaints regarding the provision of our services, products, professional or personal conduct or behaviour, if not resolved between the parties with dialogue and reasonable consideration: -

- a. Are to be raised in writing in the first instance with the relevant Associate, and / or a Principal of FBP and Associates
- b. An objective, independent Associate (of the aggrieved complainant's choosing) may be incorporated in the complaint management procedure to advocate their view
- c. All parties will bring their best effort and considerations to bear on finding a reasonable and viable resolution to the matter/s of complaint
- d. Should those efforts be unsuccessful, and the matter/s of complaint are NOT contractually bound, either party may seek the support and involvement of either: -
  - i. an independent professional conciliator / arbiter at their own cost, or
  - ii. the Dispute Resolution Centre of the Queensland Department of Justice & Attorney-General mediators
- e. Should those efforts be unsuccessful, and the matters of complaint ARE contractually bound then: -
  - i. either party may engage such legal officer/s as provided in the contractual documents and in the terms provided, or
  - ii. if not so provided as at e i) above, the complainant party may engage such legal officer/s, at their own cost, as they consider necessary or appropriate, and
  - iii. each party shall, with the assistance of such legal officer/s, seek to achieve a conciliated resolution in mutually agreeable terms, and
  - iv. only if all endeavour should be unsuccessful in a reasonable time, all parties have reserved rights with respect to engaging legal proceedings on a matter or matters breaching, or perceiving to breach, a contractual obligation of a party within a joint venture.