

Feedback Guide 意见反馈指南

<i>ENGLISH</i>	<i>CHINESE (MANDARIN)</i>
Here for you	为您服务
Feedback Guide	意见反馈指南
October 2021	2021 年 10 月
What is a complaint?	什么是投诉？
A complaint is an expression of dissatisfaction conveyed about a product, advice or service offered or provided.	投诉是指表达对所提供的产品、建议或服务的不满。
Making a complaint	进行投诉
This brochure guides you in how to raise a complaint, how it will be resolved and what to do if you're still not satisfied.	本手册将指导您如何提出投诉、如何解决您的投诉，以及如果您仍不满意该怎么办。
Compliments and complaints	称赞和投诉
At Newcastle Permanent Building Society (NPBS) we strive to provide excellent customer support and service. Our team is highly motivated and we love to hear your feedback. If you've had a great experience and would like to share it, please let us know so we can pass it on.	在纽卡斯尔永久建房互助协会(NPBS)，我们努力提供卓越的客户支持和服务。我们的团队积极性高，很乐意听到您的反馈。如果您有很棒的经历并想分享它，请告诉我们，以便我们传递此反馈给相关人员。
If you are unhappy with a product or service, or if we do not meet your expectations, we want to know. Concerns or complaints raised provide NPBS with information to enable us to improve on our commitment to our customers and the community.	如果您对产品或服务不满意，或者我们没有达到您的预期，我们想知道您的意见。您提出的疑虑或投诉，可以为 NPBS 提供信息，帮助我们更好地实现对客户和社区的承诺。
How to contact us	如何联系我们
You can contact us to raise your complaint or concern using any of the following methods:	您可以使用以下任何一种方式联系我们，提出您的投诉或疑虑：

Internet Banking/mobile app: log in and send us a secure message

网银/移动应用程序：登录并向我们安全发送消息

Phone: 13 19 87 Open 8am – 6pm Monday to Friday, 9am – 2pm Saturday From overseas: +61 2 4907 6501

电话：13 19 87（周一至周五上午 8 点至下午 6 点，周六上午 9 点至下午 2 点）

Post: PO Box 5001 HRMC NSW 2310

海外致电：+61 2 4907 6501

In person: to locate your nearest branch visit newcastlepermanent.com.au/locate-us or call 13 19 87.

邮寄：PO Box 5001 HRMC NSW 2310

Email:
feedback@newcastlepermanent.com.au

亲自前往：定位距离您最近的办事处，请访问 newcastlepermanent.com.au/locate-us，或致电 13 19 87。

Or visit the website:
newcastlepermanent.com.au/contact-us

电邮：
feedback@newcastlepermanent.com.au

或访问网站：
newcastlepermanent.com.au/contact-us

Making a complaint – what information will help us?

提出投诉 —— 哪些信息对我们有帮助？

Please provide your address, phone number and email address so that we can easily contact you

请提供您的地址、电话号码和电子邮箱，以便我们可以轻松与您联系。

Please provide any relevant documents and other supporting information

请提供所有相关文件和其他支持信息。

Let us know how you would like your complaint resolved

让我们知道您希望如何解决您的投诉。

Would you like additional assistance to make your complaint?

提出投诉时需要额外帮助吗？

NPBS is dedicated to providing any help you may need with lodging and managing your complaint.

在提出和跟进投诉方面，NPBS 努力为您提供可能需要的一切帮助。

Examples may include:

Assistance completing forms

例如：

If you do not speak English you can call us and ask for an interpreter

协助填写表格

The National Relay Service for customers who are deaf or find it hard hearing

如果您不会说英语，您可以打电话给我们并要求安排口译员

AUSLAN instruction services are available on our website

失聪或听力困难的客户可获得全国中继服务

Working with anyone you appoint to help you manage your complaint, such as a friend, family member or legal representative – we can talk to them where we have your authority to do so

我们的网站上载有澳大利亚手语指导服务的相关信息

与您指定的任何人士一同帮助您跟进您的投诉，例如朋友、家人或律师——我们可以在得到您的授权后与他们交谈。

How long does it take?

需要多长时间？

We aim to resolve complaints on the spot wherever we can. If we can't, we will aim to acknowledge receipt of your complaint within one business day.

我们的目标是尽可能即刻解决投诉。如果我们无法做到，我们将在一个工作日内确认收到您的投诉。

In most cases, we aim to resolve complaints within seven days. In the event it takes us longer than seven days to resolve or investigate your complaint, we will ensure that you're regularly updated.

在大多数情况下，我们会争取在 7 天内解决投诉。如果我们需要超过 7 天的时间来解决问题或调查您的投诉，我们将确保您可定期获取进展相关信息。

When you make a complaint to us we will:

当您向我们投诉时，我们将：

Acknowledge your complaint

确认收到您的投诉

Investigate, considering all relevant information

调查并考虑所有相关信息

Aim to find a fair resolution

争取找到一个公平的解决方案

Keep you informed of our progress, and advise you if there will be a delay

让您了解我们的进度，并在出现延迟时予以告知

Keep your information confidential

对您的信息保密

Respond to your complaint, either in writing or verbally

Advise you what to do if you are not satisfied with our response

以书面或口头方式，回应您的投诉

Not charge a fee for making a complaint

如果您对我们的答复不满意，告知您接下来可以采取的行动

投诉处理免费

What if I'm not satisfied?

如果我对投诉的处理不满意怎么办？

If you are unhappy with our response, you can ask for your complaint to be reviewed by our Dispute Review Committee ('the Committee'). This is a free service. Once all relevant information has been received the Committee will consider the complaint within 30 days.

如果您对我们的答复不满意，您可以要求我们的争议审查委员会（“委员会”）审查您的投诉。此项服务免费。委员会将会在收到所有相关信息后的 30 天内审议投诉。

If we are unable to provide a final response within 30 days, we will advise you of the reasons for the delay, the potential next steps, and provide you with AFCA's contact details.

如果我们无法在 30 天内提供最终答复，我们将告知您延迟的原因、可能采取的后续步骤，并向您提供澳大利亚金融投诉局 AFCA 的联系方式。

If you wish to have your complaint reviewed by the Committee, please just let us know.

Post: Dispute Review Committee,
Newcastle Permanent Building Society
Limited PO Box 5001, HRMC NSW 2310

如果您希望委员会审查您的投诉，请告诉我们。

Email: Subject: Dispute Review Committee
feedback@newcastlepermanent.com.au

邮寄至：纽卡斯尔永久建房有限责任互助协会争议审查委员会：Dispute Review Committee, Newcastle Permanent Building Society Limited, PO Box 5001, HRMC NSW 2310

电子邮件：邮件主题：争议审查委员会
feedback@newcastlepermanent.com.au

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

如果您对问题的解决不满意，您可以向澳大利亚金融投诉局 (AFCA) 提出投诉。AFCA 向消费者免费提供公平和独立的金融服务投诉解决方案。

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints
Authority GPO Box 3, Melbourne VIC 3001

网站: www.afca.org.au

电邮: info@afca.org.au

电话: 1800 931 678 (免费电话)

邮寄: 澳大利亚金融投诉局 (墨尔本) :
Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Need this guide in another language?

To support our customers this brochure is
available in a range of different languages

需要指南的其他语言版本吗?

为帮助我们的客户, 本手册提供多种不同语
言版本