



Compliments & Concerns

At Sprout Agribusiness Pty Ltd, we work very hard to build strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, we will also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well and other times when you may wish to tell us we have not met your expectations.

If, for any reason, you do not feel that you have received the highest standard of care from us, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

- Business Manager: Sophie Hayes
- Contact number: 1300 149 409
- Contact email: info@sproutag.com.au

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your complaint.

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 5 days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 45 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision.

Taking it further

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by our external disputes resolution scheme (EDRS), Australian Financial Complaints Authority (AFCA), an independent party. You can contact AFCA at:

- **Australian Financial Complaints Authority**
- Website: <https://www.afca.org.au/>
- Email: info@afca.org.au
- Phone: 1800 931 678
- Fax: (03) 9613 6399
- Postal Address: Australian Financial Complaints Authority Limited
- Australian Credit Licence: 485483