

Difrent Rental's complaints policy

Our customers are at the heart of our business and we're committed to giving them the highest quality service we can. So if you're not happy with our service, let us know so we can put things right.

How to contact us to make a complaint

Please send us your account details, a description of your complaint and how you think we can resolve it, and any other relevant information.

In writing to: Complaints Manager
1/276A Main North Rd
Prospect SA 5082

By email: disputeresolution@difrent.com.au

By telephone: 1300 225 228

How long will it take?

We'll try our best to resolve your complaint as quickly as possible and we'll send you our final response within 45 days (or 21 days for complaints involving default notices).

If we can't respond in this time, we'll contact you to explain the delay and give you an indication of when to expect our response. If you're unhappy with the progress of your complaint at this point, you can refer it to the Australian Financial Complaints Authority.

Disputes relating to hardship and enforcement proceedings have their own, separate, timeframes.

Where to go if you're still not happy?

If you're unhappy with our final response, you may contact the Australian Financial Complaints Authority at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Australia

T 1800 931 678
E info@afca.org.au
W www.afca.org.au

AFCA is an external dispute resolution scheme that can review your complaint against Difrent Rental if it falls within AFCA's rules. You should contact AFCA for details about its rules.

Some questions you might have

Is there a time limit on making complaints?

For some types of complaints time limits do apply so the sooner you inform us of a problem, the easier it will be to resolve.

Is there a cost involved in making a complaint?

No. Our complaint resolution procedure is provided free of charge to you.

Will the information I provide be kept confidential?

Yes. It is protected by the same confidentiality and privacy standards that protect all of your personal information provided to and held by us.

Can someone else make a complaint on my behalf?

Yes. However, you will need to provide us with your written confirmation that you have authorised another person to lodge the complaint and to negotiate a resolution on your behalf.