

Range Capital

Complaints Management Policy 2026

Introduction

Range Capital Investment Partners Pty Ltd ("Range Capital, we, our, or us") is committed to effective and efficient complaints management and to fair and transparent dealings in the financial marketplace.

A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Our Complaints Management Process

We take your feedback seriously and will work proactively to investigate and resolve your complaint. If you have a complaint, please contact us by any of the following methods:

Email: privacy@rangecapital.com.au
Post: The Privacy Officer
Suite 3, Level 27
264 George Street,
Sydney NSW 2000

Any material relating to our Internal Dispute Resolution ("IDR") process will be provided to you free of charge.

We will collect certain information from you, including:

- Your name;
- Your contact details;
- How you would prefer to be contacted;
- A description of your complaint; and
- How you would like the complaint resolved.

We will acknowledge your complaint, generally within two (2) business days (or as soon as practicable) and give you the contact details of the person responsible for dealing with your complaint.

The person responsible for dealing with your complaint will commence their investigation and may require further details from you. Upon completion of their investigation, the person responsible for dealing with your complaint will contact you with an IDR response. This will provide you with information about:

- the final outcome of your complaint at IDR; and
- information about other remedies that may be available to you

Timeframe for Resolving Complaints

We endeavour to resolve all complaints as quickly as practicable. Many complaints can be resolved within days or on the spot. We will keep you informed in relation to your dispute and will provide you with an IDR response within forty-five (45) calendar days of receiving your complaint.

Contact Us

If you have any questions or would like further information about our complaints handling process, please contact us as set out above.

Further Support

If you are not satisfied with our internal privacy practices or the outcome in respect to your complaint, you may approach the Office of the Australian Information Commissioner "OAIC" with your complaint. The OAIC has the power to investigate a complaint and make a determination.

If you wish to lodge a privacy complaint, you may contact the Office of the Australian Information Commissioner by visiting www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us and sending your written complaint to:

Office of Australian Information Commissioner

Email: enquiries@oaic.gov.au
Post: GPO Box 5288
Sydney NSW 2001
Phone: 1300 363 992
Website: oaic.gov.au