

## Complaints in relation to Water broking/intermediary services

### How to make a complaint

For complaints in relation to Ruralco Water Brokers please submit your complaint to the Complaints Officer via one of the following channels:

- Email [complaints@ruralcowater.com.au](mailto:complaints@ruralcowater.com.au) with a copy to: [AusCompliance@nutrien.com](mailto:AusCompliance@nutrien.com)
- Telephone **1800 888 642** (Support Desk available between 9am to 5pm Eastern Standard Time, Monday to Friday).

We are also able to engage with a person that you may nominate to act on your behalf, however we will require supporting documentation showing authorised consent (unless the person is acting under a Power of Attorney).

If you require this Policy in a language other than English, please contact us and we will endeavour to provide it to you in your preferred language.

### 1 What information should you provide?

When lodging a complaint, please provide the following information:

- your name and contact details;
- authorised consent of a person acting on your behalf (if applicable);
- nature of the product or service acquired;
- details of the employee or authorised representative who provided the product or service to you;
- any other partner or employee involved in the product or service your matter relates to (if applicable);
- details of the complaint; and
- any supporting documentation.

### 2 Acknowledgement

Upon receipt of a complaint, we will issue an acknowledgement within 2 business days, along with a written record of your complaint and information about the process we will take in dealing with your complaint.

### 3 Investigating your complaint

Within 10 business days of receiving your complaint, we will provide you with a written notice that specifies the actions we propose to take in seeking to resolve your complaint. These actions include taking steps to assess and investigate the issues raised and identify an appropriate outcome based on the nature of your complaint. We will also consider the outcome sought by the person making the complaint and where there is more than one issue raised, determine whether each issue needs to be separately addressed.

### 4 Outcome of your complaint

We will make a genuine attempt to resolve the matter within 20 business days.

Within 5 business days of completing the process outlined in section 3, we will provide a formal written response of the outcome of that process.