

Dispute Resolution Policy

All complaints and disputes in relation to our service should be dealt with in the following way.

1. Should you have reason to complain about our service, please speak to your usual contact at D2K in the first instance. Our staff will be pleased to help and complaints can often be resolved at this early stage.
2. If your concerns cannot be resolved at the first point of contact, the matter should be referred to our Compliance Manager. At this stage, we will ask you to set out your complaint in writing providing as much detail as you can so that our Compliance Manager can fully investigate your complaint. They will then contact you with the results of their findings.
3. If your complaint cannot be resolved to your satisfaction by our Complaints Manager, you should refer the matter to the ACCC for determination in accordance with its rules.

If the dispute or difference does not fall within the rules of ACCC, the dispute or difference must be submitted by you to arbitration in accordance with and subject to the Institute of Arbitrators and Mediators of Australia Expedited Commercial Arbitration Rules, and, to the extent permitted under those rules, the Arbitrator will be a person recommended by the New South Wales Chapter of the Institute of Arbitrators and Mediators of Australia.

Internal Complaints Handling

Please contact the Client Support Services Department on d2k@d2kclub.com for further information as to how complaints are handled by us internally.

Debt Recovery Action

Please note that nothing in this policy prevents us from taking immediate legal action in a court for recovery of any sums you may owe us.