

1. Introduction

- 1.1. The Reserve Bank of Fiji (“RBF”) is committed to ensuring that its stakeholders using RBF services or affected by its operations have the right to lodge a complaint and to have their concerns addressed in ways that ensure access, equity, fairness, accountability and transparency.
- 1.2. A **complaint** means the expression of dissatisfaction arising from potential financial loss, or poor service delivery, including those that may be due to error or negligence.
- 1.3. An effective and efficient complaints management system enhances the RBF’s commitment to address complaints in a satisfactory manner, assess complaints fairly and respond to it promptly.
- 1.4. The Complaints Management Policy outlines the key procedures and processes for the management of complaints that the RBF may receive. Complaints may be received in writing or verbally¹ from stakeholders or the general public, in relation to the performance of its services and/or functions.

2. Registering a Complaint

- 2.1. Complaints can be communicated to us by completing the *RBF Complaints Form* and submitting it using any of the following methods:
 - **Via email** to rbfcomplaints@rbf.gov.fj;
 - **In person** at our Pratt Street building, main lobby;
 - **Posted** to Reserve Bank of Fiji, Private Mail Bag, Suva;
 - **Through any of our official** RBF social media platforms;
 - **By telephone**² to the switchboard (679) 331 3611; and
 - **Via the online form** available on our Website.

3. Complaints Management

- 3.1. The Risk Management and Communications Group is responsible for handling complaints against the RBF as well as administering the complaints management processes.
- 3.2. Complaints received by the Group are registered and forwarded to the appropriate personnel and/or functionality as per the Delegation of Authority (DOA), **under first sight** of the Governor and/or Deputy Governor.
- 3.3. The complainant may be contacted for any additional information during the investigation phase and may need to provide additional details/evidence required to conclude the process.

¹ Verbal complaints will need to be documented by the person receiving the complaint, and the complainant will need to also sign off before the commencement of the complaints investigation process.

² Complaints received through phone will need to be documented, and the complainant will need to provide an email address to forward the complaint form for signing.

4. Turnaround Time for Complaints

- 4.1. Primary responsibilities for complaint management include, but are not limited to, the following:
- Acknowledgement of complaints in writing **within 2 working days**.
 - Ensuring reasonable effort is taken so that complaints are addressed satisfactorily and a response is provided within the necessary timeline. Responses will be sent **within 14 working days** from the date of receipt of all requested information.
 - Exceptions to timelines may apply where a legal opinion is required, or if the investigation is prolonged and, if so, the parties concerned will be informed accordingly.

5. Confidentiality

- 5.1. All information received regarding the complaint and its investigation process will be kept confidential and shared on a need to know basis.

Reserve Bank of Fiji
11 November 2021