

# Complaint Fees and Stages

Complaint fees are billed at the end of each stage, process, or on the closure of a complaint.

The applicable Complaint Fee will be invoiced at the following times:	Category		
	A	B	H
<b>Registration:</b> <ol style="list-style-type: none"> <li>1. If the complaint is closed before Member Referral; or</li> <li>2. Once the complaint has been referred to the Member; and/or</li> <li>3. If a hardship Assessment Letter has been sent.</li> </ol>	\$165 \$165		\$250
<b>Referral:</b> <ol style="list-style-type: none"> <li>1. If the complaint is closed once referred to the Member; or</li> <li>2. If the complaint remains unresolved and within COSL's jurisdiction.</li> </ol>	\$0	\$500	\$500
<b>Conciliation:</b> <ol style="list-style-type: none"> <li>1. Early Case Closure               <ol style="list-style-type: none"> <li>a) If the complaint is closed prior to a comprehensive investigation and Case Summary</li> </ol> </li> <li>2. Late Stage/Case Closure               <ol style="list-style-type: none"> <li>a) At the time of the preparation of a Case Summary by a case manager.</li> </ol> </li> <li>3. Hardship               <ol style="list-style-type: none"> <li>a) At the time the conciliation conference is completed; or</li> <li>b) At the time we direct a Member to vary a credit contract</li> </ol> </li> </ol>	\$220 \$550	\$1000 \$2500	\$500
<b>Determination:</b> <ol style="list-style-type: none"> <li>1. On the completion of a Determination by the Ombudsman;</li> <li>2. Anytime during the determination stage, on closure of the complaint; or</li> <li>3. For hardship cases, at the time we direct a Member to vary a credit contract</li> </ol>	\$2000	\$5500	\$500
<b>Expedited process:</b> At the time the complaint is closed.		\$300	
<b>Order:</b> At the time the Order is issued.		\$200	