



Finance@work

Finance@work feedback and complaints guide



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How to make a complaint?

If you find yourself dissatisfied, with something we have done or something we have not done—please allow us the chance to make it right.

You can make a Complaint directly or you may want someone such as a financial counsellor, legal representative or family and friends to lodge a complaint on your behalf. If you have asked someone else to make a complaint on your behalf will require your representative to provide appropriate authority from you to liaise with us.

- Send an email to complaints@financeatwork.com.au
- Call us on 1300 880 765 Monday-Friday except Public Holidays from 9am-5pm AEST
- By Mail
Attention: Complaints
PO Box 267, Kingsgrove, NSW, 1480



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What happens when you file a complaint?

Our goal is to address your complaint promptly, either immediately or within five business days. If we cannot resolve your issue during your initial contact with us, we will give you a reference and then escalate your complaint to our specialized Asset Management Team.

Complaint Progress

Throughout the evaluation and investigation of your complaint your Asset Manager will explain our complaints process to you, clarify any additional information we may need, and be your point of contact until your complaint is resolved.

We aim to provide an outcome to your complaint in a timely manner and we will let you know the outcome of your complaint in writing.



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If you're still unsatisfied

If you are not satisfied with our response to your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (**AFCA**). AFCA is an independent service to resolve complaints by consumers and small businesses about financial firms

You can contact AFCA.

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001