

How we handle financial complaints

When to contact us

If you are unable to resolve a complaint about a financial product or service, you can contact AFCA for help.

Independent and fair

AFCA does not take sides - we work with you and your financial firm to understand and resolve the problem. We might use informal negotiation methods or a more formal discussion, called a conciliation conference, which is conducted over the phone.

Awarding a remedy

If we find that the financial firm has not acted fairly, you might receive a remedy. That could be an apology, a refund of fees and charges, compensation, or clarification of a decision the financial firm made that wasn't well explained at the time.

It's free to lodge a complaint

Complaints can be lodged using our online form, over the phone, by email, post, or fax.

You can choose how you would like to communicate with us – including using an interpreter if you prefer.

Checklist

Here are some steps for you to consider before coming to AFCA:

- Have you complained to your financial firm?
- Have you given the financial firm a chance to reply? They have a set time to get back to you – 45 days in most cases – but there are exceptions.
- Is the financial firm taking legal action against you? If yes, contact AFCA immediately.

1800 931 678 (free call)

info@afca.org.au

GPO Box 3, Melbourne, VIC 3001

www.afca.org.au

Resolving a financial complaint

Complaint lodged with financial firm

Complaint not resolved

Complaint lodged with AFCA

Registration and Referral

Case management

Decision

Step one

Tell your financial firm – many problems are fixed this way.

Step two

Still not happy? Contact AFCA.

Step three

We will work directly with you and your financial firm to help you reach a fair agreement. Most complaints are resolved within 60 days.

Our process

We refer the complaint back to your financial firm and ask them to work with you. If you are unable to agree on an outcome, the complaint moves on to case management.

An AFCA case worker investigates your complaint, including asking you to provide evidence that supports your claim. This can include notes, photographs, contracts and more.

If you and your financial firm cannot reach an agreement during case management, we will make a decision about what is fair, taking into account laws, codes of practice and all the relevant information provided.