Guide to complaint submissions

These recommendations highlight best practice when providing your submissions to AFCA. They include recommended file formats, file sizes and naming conventions.

Best practice

> Upload your submissions using the AFCA Secure Services portal

> For files larger than 30Mb, send them to AFCA via USB or CD (with password encryption)

> Use meaningful filenames which include a description of the document and a relevant date

> Use bookmarks to separate documents and hyperlinks in large .pdf files

> Send only the final email in an email chain and ensure all attachments from earlier emails are included

> Convert .msg files to .pdf files before upload

> Group documents by type into separate .pdf files, labelled accordingly and provide an index. For example:

- policy documents
- correspondence
- account statements
- reports

Things to avoid

> Sending documents to AFCA by mail or email

> Uploading large .pdf files that contain multiple documents

> Providing documents that have been scanned in a picture format

> Submitting documents without a reference to the file or a relevant date

> Submitting commercially sensitive documents mixed in with non-sensitive documents in bookmarked .pdf files.