

# AFCA complaint resolution process

COVID-19 pandemic update: 16 April 2020

## Complaint lodged with AFCA



<sup>1</sup> Most complaints will progress through the automatic Registration and Referral process.

<sup>2</sup> Some complaints may not be appropriate to automatically refer back to the financial firm because of the subject matter, urgency or the accessibility needs of the complainant.

<sup>3</sup> These are average expected timeframes.