

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
- > Convert .msg files to .pdf files before upload
- > Group documents by type into separate .pdf files, labelled accordingly. 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.