

# How to add, edit or remove a representative from a complaint

This is a guide adding, removing or changing a representative in your complaint in the portal.

You can add or remove a representative to your complaint directly in the portal.

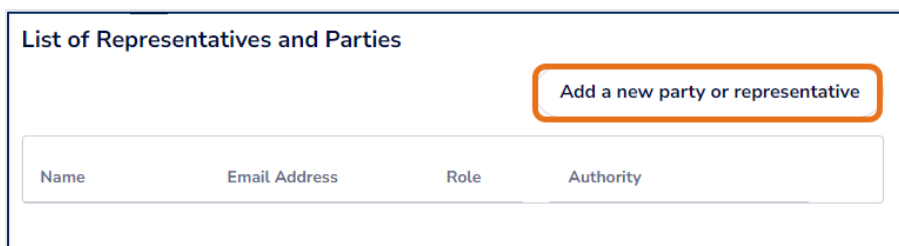
You can update your representative's details if needed.

## Log in to portal and view complaint

1. Log in to your portal account with your email address and password. If you require assistance, please refer to our [guide to logging in and multi-factor authentication](#).
2. Click on the **Complaints** tab at the top of the screen.
3. Click on the complaint you want to add a representative to.
4. Scroll down to **List of Representatives and Parties**.

## Adding a representative

1. Click **Add a new party or representative**:



Name	Email Address	Role	Authority
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2. Make sure you have read the **Important information** box.

### Important information

When you add a new complaint party or representative, they will be able to speak to AFCA about your complaint. If they have portal access, they will see complaint details on their portal account.

Please note, if you nominate a representative as a point of contact, this is who AFCA will send information and notifications to. They will also be the first person we contact to discuss your complaint. If you are unsure about any of the above, please contact us to discuss.

If this person is deceased or does not have an email/mobile number (including if they only contactable by post), please enter yours here. Please use the additional information section of this form to let us know how we can update this and contact this person if appropriate.

3. Confirm whether the representative will be the point of contact with AFCA. Click **Yes** to make your representative the point of contact. Click **No** if you do not want the representative to be the point of contact.

Will this person be the point of contact?

No  Yes

4. Select the **Contact Role** of your representative. This is the role of the person representing you in your AFCA complaint (for example, a solicitor). If your representative is a family member or friend, select Family member or friend.
5. Enter your representative's contact details, including their first and last name, phone number and email address.
6. Click **Submit**.



Your representative will be listed on your complaint and AFCA will be notified.

## Updating your representative's details

1. Click on the complaint you want to edit the representative details for.
2. Scroll down to **List of Representatives and Parties**.
3. Click the **Edit** icon next to the representative.

### List of Representatives and Parties

Add a new party or representative

Name	Email Address	Role	Authority	
Ty Walker		Family member or friend	Complete Authority	
Dollie Burke		Solicitor - private	Complete Authority	

4. Make sure you read the **Important Information** box. You can only change the representative's role in the portal.

### Party Details

**Important information**

Use this form to make changes to a complaint party's information. If you need to change key information such as the email address, please create a new party so we can validate the information you have provided.

Contact

Party Role **(Required)**

[Submit](#)

5. If you need to change your representative's details, create a new representative contact by following the same steps above.
6. Alternatively, let your AFCA case worker know of the changes so they can update information on your behalf. If you don't have an AFCA case worker yet, you can also call us on 1800 962 367.
7. If your representative's phone number needs to be updated to an international phone number, please let us know by lodging a General Request in the portal by navigating to Raise a New Request in the request table and selecting General Request. Please note, we are unable to send SMSs to international phone numbers.

## Removing a representative

To remove a representative from a complaint, you will need to lodge a general request in the portal. Alternatively, you can contact us directly by calling 1800 962 367.

Let your representative know beforehand so they are made aware of your decision. If you are unsure, you may wish to seek independent advice.