

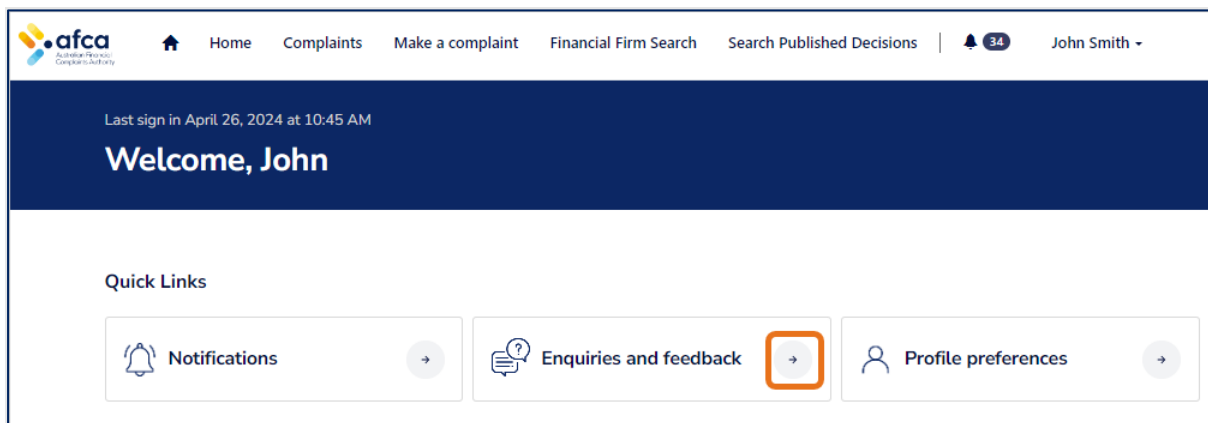
# How to lodge enquiries and feedback

This is a guide to raising enquiries and providing feedback through the portal.

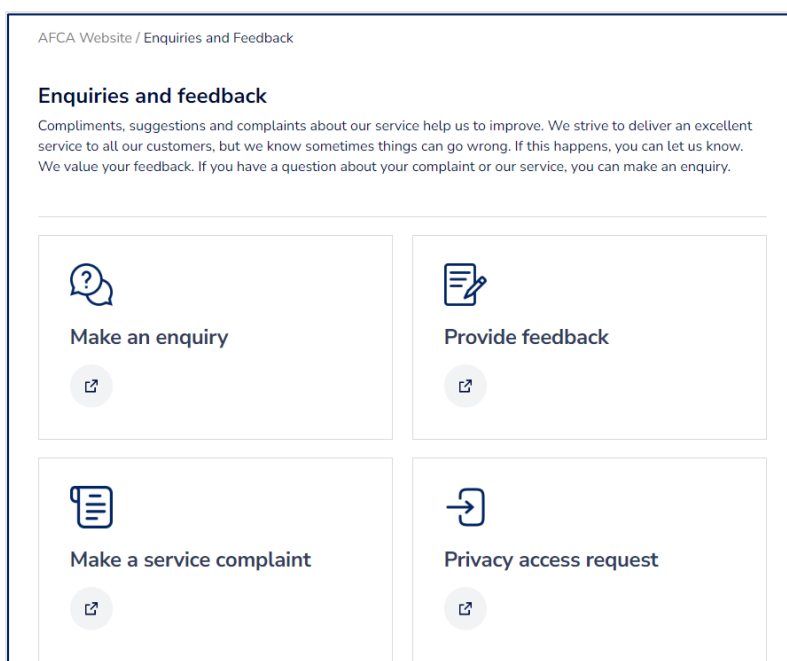
Easily raise enquiries and feedback in the portal.

## Lodging enquiries and feedback in the portal

1. Log in to your portal account.
2. Click on the **arrow next to Enquiries and Feedback**.

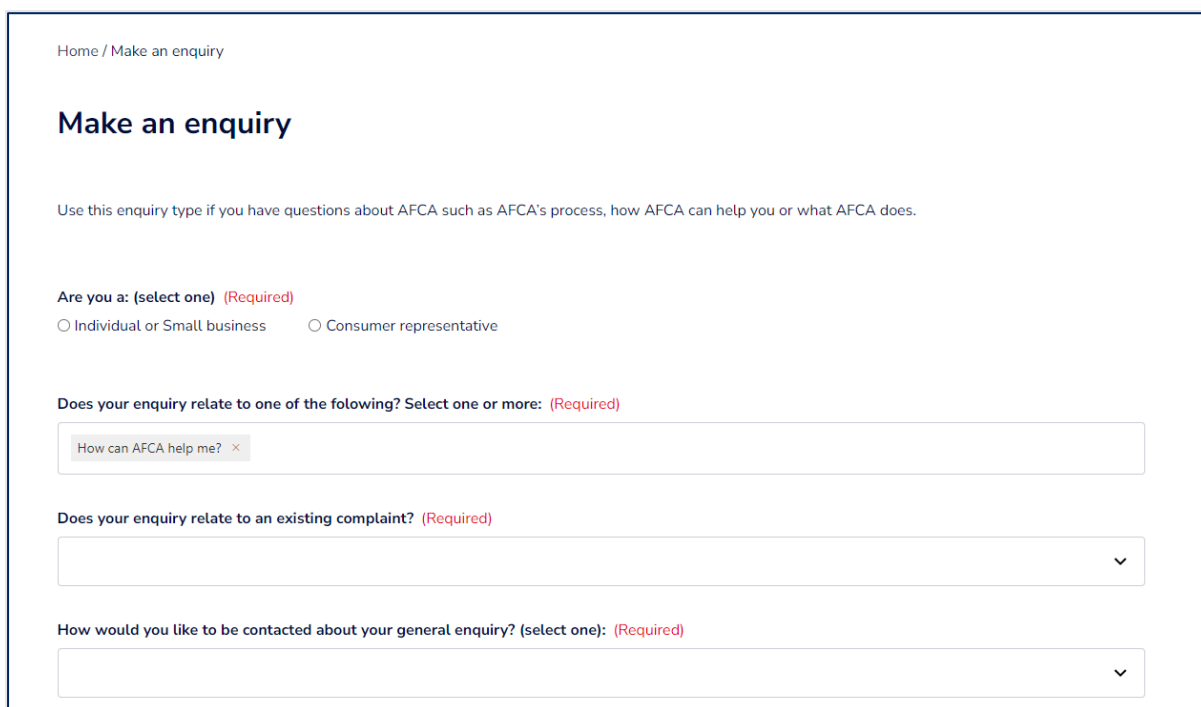


3. Click the on the relevant tile under Enquiries and feedback.



## Making an enquiry

1. Click **Make an enquiry**.
2. Complete the form, filling in all the required fields.



Home / Make an enquiry

### Make an enquiry

Use this enquiry type if you have questions about AFCA such as AFCA's process, how AFCA can help you or what AFCA does.

Are you a: (select one) (Required)

Individual or Small business  Consumer representative

Does your enquiry relate to one of the following? Select one or more: (Required)

How can AFCA help me?

Does your enquiry relate to an existing complaint? (Required)

How would you like to be contacted about your general enquiry? (select one): (Required)

3. Select **How can AFCA help me** if you want to know about AFCA's process. Select **I've complained to my Financial Firm: What do I do next** for information about making an AFCA complaint if you have not been able to resolve the issue with your financial firm.
4. Scroll down to provide details about your enquiry. Be as clear and concise as you can so that we can help you as best we can.
5. Read and understand the privacy statement by clicking the **tick box**, then click **Next**.
6. If you want to add a document, click **Add Documents on the next page**. Follow the steps on your screen to add one or more documents to your enquiry.
7. Click **Submit**.

You have now submitted your enquiry.

## Providing feedback

1. Click Provide feedback.

2. Complete the form, filling in all required fields.

Home / Provide feedback

## Provide feedback

Use this enquiry type to provide your compliments and suggestions. This will help us review and improve our services. You can let us know in the enquiry form whether you would like a response to your compliment or suggestion.

Are you a: (select one) (Required)

Individual or Small business     Consumer representative

Type of service feedback: (select one) (Required)

Does your enquiry relate to one of the following? Select one or more: (Required)

Does your enquiry relate to an existing complaint? (Required)

3. Select **Compliment** or **Feedback** in the **Type of service feedback** field.
4. Select one or more options under the **Does your enquiry relate to one of the following**.
5. If your feedback is about an existing AFCA complaint, please provide the case number.
6. Scroll down to provide details about feedback and whether you would like to be contacted by AFCA.
7. Read and understand the privacy statement by clicking the **tick box**, then click **Next**.
8. If you want to add a document, click **Add Documents on the next page**. Follow the steps on your screen to add one or more documents to your enquiry.
9. Click **Submit**.

You have now submitted your feedback to AFCA.

## Making a complaint about AFCA's service

1. Click **Make a service complaint**.
2. Complete the form, filling in all the required fields

Home / Make a service complaint

## Make a service complaint

Use this enquiry type if you are unsatisfied with the standard of service we provided. Complaints about our service must be lodged within six months of closure of a financial firm complaint being finalised and closed. Please see [Our service complaints and feedback procedure](#) for further information

**Are you a: (select one) (Required)**

Individual or Small business     Consumer representative

**Does your enquiry relate to one of the following? Select one or more: (Required)**

How we handled a complaint ×    Our Decisions ×

**Select one or more concerns around "How we handled a complaint": (Required)**

Select or search options

**Select one or more concerns around "Our Decisions": (Required)**

Select or search options

3. Select one or more options under the **Does your enquiry relate to one of the following**. Select **How we handled a complaint** if you are dissatisfied about AFCA’s handling of a complaint. Then select one or more options about your concern.

**Select one or more concerns around "How we handled a complaint": (Required)**

Select or search options

Select all 12 items

- You believe our process or approach taken is not independent
- You disagree with our decision to discontinue handling a complaint
- You felt pressured to settle a complaint
- You believe we breached privacy or confidentiality

Select **Our Decisions** if you are dissatisfied about an AFCA determination. Then select one or more options about your concern.

**Select one or more concerns around "Our Decisions": (Required)**

Select or search options

Select all 4 items

- We failed to take into account information you provided
- We assessed the facts or law incorrectly
- Our decision contained errors
- You were not provided with the opportunity to respond to correspondence

4. If your service complaint is about an existing AFCA complaint, please provide the case number.
5. Scroll down to provide details about your service complaint and how you would like to be contacted by AFCA.
6. Read and understand the privacy statement by clicking the **tick box**, then click **Next**.

7. If you want to add a document, click **Add Documents on the next page**. Follow the steps on your screen to add one or more documents to your complaint.
8. Click **Submit**.

You have now submitted your service complaint.

## Making a privacy access request

1. Click **Privacy access request**.
2. Complete the form. Fill in all the required fields.

Home / Privacy access request

### Privacy access request

Use this enquiry type to request access to your personal information under the Privacy Act. We will give you access to your personal information that we hold unless there are legal reasons why we can't. Refer to AFCA's [privacy policy](#) for further information.

Are you a: (select one) (Required)

Individual or Small business     Consumer representative

Does your enquiry relate to an existing complaint? (Required)

How would you like to be contacted about your information request? (select one): (Required)

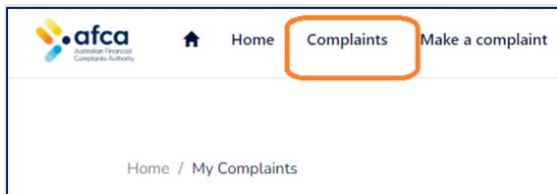
3. Scroll down to provide information about your request.
4. Read and understand the privacy statement by clicking the **tick box**, then click **Next**.
5. If you want to add a document, click **Add Documents on the next page**. Follow the steps on your screen to add one or more documents to your enquiry.
6. Click **Submit**.

You have now submitted your privacy access request.

## Viewing my enquiries and feedback

We will assess and action all enquiries and feedback submitted to us. If we require further information, we will let you know. To view your submitted enquiries and feedback, follow these steps:

1. Click on the **Complaints** tab at the top of the page.



2. Click **Enquiries and Feedback**. You can view basic information (submitted date and open/closed status) about each enquiry or feedback form you submitted.

### Enquiries and Feedback

[Submit New Enquiry/Feedback](#)

This page lists each enquiry or feedback you have sent to AFCA. Any Service Complaints will allow you to view and see if we require any action from you.

**13-24-1330 - Service Complaint - John Smith**

Submitted On: 28/02/2024

**COMPLAINT CLOSED**

**13-24-1130 - Service Complaint - John Smith**

Submitted On: 03/01/2024

Case Stage: Acknowledge

**13-24-1131 - Service Complaint - John Smith**

Submitted On: 03/01/2024

Case Stage: Acknowledge

**10-24-1587 - General Enquiry - John Smith**

Submitted On: 20/05/2024

Status: Open