

How to register a new complaint online

This is a guide lodging a complaint online with AFCA using your portal account. You will need to create an online portal account if you do not already have one.

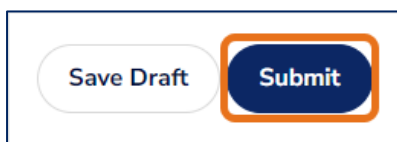
You or your representative can lodge a complaint at any time using the portal.

You can create a complaint from a new or existing portal account.

Registering a complaint for the first time

If this is your first time lodging an AFCA complaint, follow these steps to lodge a complaint using our online complaint form:

1. Go to [AFCA's website](#) and click **Make a complaint** at the top of the home page.
2. You will be asked to create your portal account. Please refer to our [guide to creating a new portal account and logging in using multi-factor authentication](#).
3. Once you have created your portal account, you will see the Acknowledgement of Country. Please let us know if you identify as Aboriginal or Torres Strait Islander and click **Save and Continue** to start the online complaint process.
4. Complete the online complaint form by answering each of the questions. At the end of each page, click **Save and continue**. You can click **Back a step** to review your answers at any point.
5. Once you have completed the form, you can review your information on the **Review** page.
6. Click **Submit** to submit your complaint.



Once you submit your complaint, you will see a confirmation message showing that you successfully submitted your complaint. You will also receive your case number. A PDF copy of your complaint will be available in the **Documents** table of your complaint.

You will receive a notification that the complaint has been referred to the financial firm to respond, with the due date. Please note, if the due date falls on a weekend or public holiday, the financial firm may request AFCA amend the due date to the next business day.

Can I save a draft complaint?

Yes. Before you submit your complaint, you can save a draft at any point by clicking **Save Draft** at the bottom of the page.

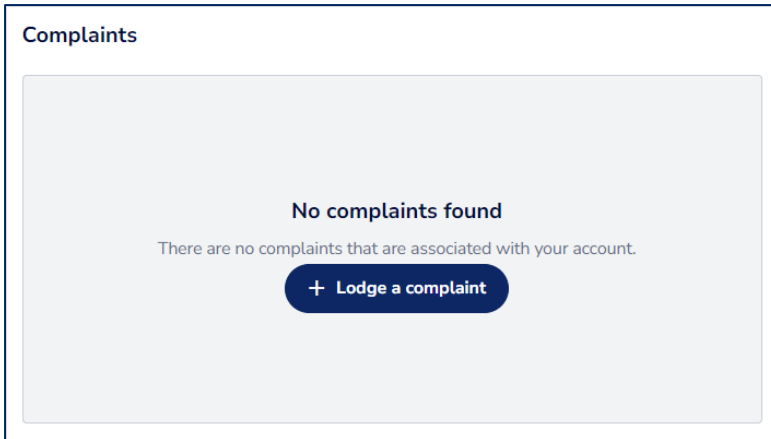


To view your draft again, log in to your portal account and click on the **Make a Complaint** tab at the top of the screen. Here you can open your draft and complete the remaining steps to submit your complaint.

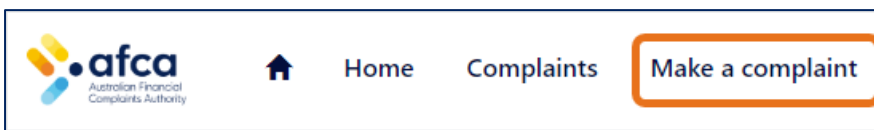
Registering a complaint as an existing portal user

If you already have a portal account, you can create a new complaint through in portal at any time. To lodge a new complaint in your portal account, follow these steps:

1. Log in to your portal account through [AFCA's website](#).
2. Click **Sign In** and enter your email address and password. If you are having trouble logging into your account, click **Forgot your password?** and refer to our [guide to resetting your email address and password](#).
3. Once you have signed in, you can see your complaints in the dashboard. If you have no complaints, you will see **No complaints found**. Click **Lodge a complaint** to lodge a new complaint.



You can also click on the **Make a complaint** tab at the top of the page.



4. Selecting either of these options will take you to the online complaint form. Complete the online complaint form to register your new complaint.
5. Follow steps 4-6 above if you need guidance.
6. The online complaint form will pre-populate using the detail you provided to create your portal account. However, you can update your contact details at any time in the portal. Please refer to our [guide to updating contact details](#) if you require assistance. if you require assistance.