

Australian Adviser Group Pty Ltd (AAG)

Australian Financial Services License (AFSL) no. 512401

Our practices endeavour to always provide you with great advice and service. If you are not satisfied with the services provided by one of our practices, then we encourage you to contact your financial adviser in the first instance.

Complaints Policy

This policy explains how you can make a complaint, our measures for handling your complaint, and the steps you can take if you are not satisfied with our response to your complaint.

What is a complaint?

A complaint is:

“An expression of dissatisfaction made to or about us; related to our products, services, staff or our handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.

How to make a complaint

You can make a complaint to us in any of the following ways:

- Telephone : 07 3703 2110
- Email : admin@aagnet.com.au
- Writing : PO Box 328, Paddington Q. 4064

When making your complaint please tell us:

- your name
- how you wish us to contact you (for example, by phone, email)
- what your complaint is about; and
- what you are seeking to resolve your complaint.

If you need help to make a complaint

If you need help to make or manage your complaint, you can appoint someone (for example, a relative or friend) to represent you. Please note that we will need your authority to speak to any representative that you appoint.

We can also arrange an interpreter for you and help you to fill out forms or express your complaint.

Investigating your complaint:

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 1 business day. We will then explain our process to resolve your complaint and let you know who will handle your complaint. We will investigate your complaint and provide you with our response no later than 30 calendar days after receiving your complaint. There may be factors outside of our control that extend this timeframe, but we will keep you fully informed if that is the case.



Escalating your complaint:

If you are not satisfied with our response after 30 days, you can lodge your complaint with the Australian Financial Complaints Authority (AFCA).

You can contact AFCA using the following details:

- Email: info@afca.org.au
- Phone: 1800 931 678 (or +61 1800 931 678 if calling from overseas)
- Online: www.afca.org.au
- Mail: GPO Box 3, Melbourne, VIC, 3001.

AFCA provides fair and independent financial services complaint resolution which is free to consumers.