Complaints Policy

Australian Adviser Group Pty Ltd (AAG)
Australian Financial Services Licence (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.

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 QLD 4064
- In Person: Level 4, 240 Queen Street, BRISBANE QLD 4000
- Via our website.

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.

If you need additional assistance, we can offer alternative ways to communicate with us, allow a support person to assist you, provide further explanation, or adjust our process to meet your needs.

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.

If we are unable to respond within 30 calendar days, for example because your complaint is particularly complex or due to circumstances beyond our control, we will write to you before the 30 days end to explain the reasons for the delay, your right to complain to AFCA and AFCA's contact details.

Escalating your complaint:

If you are not satisfied with our response, or we have not resolved your complaint within 30 calendar 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.