



How we handle complaints

Oakleigh Financial Services Limited recognise that sometimes things don't always go as expected and a problem may occur. We treat any concerns or complaints we receive seriously.

This brochure explains our process for handling and resolving complaints.

Your rights

You have a right to complain to us if you are not satisfied with any aspect of our financial services.

How to complain

If you are dissatisfied with a service we have provided you may advise us of your complaint by email, in writing or over the phone.

Privacy issue

If you wish to make a complaint about how we have handled your personal information, or wish to access or correct your personal information held by us, please contact us.

Information to be provided

To assist us in resolving your complaint adequately, please provide the following information:

- Your name and address,
- Your phone number and your email address,
- Details of the problem encountered - date of occurrence and description.

Assistance

If you need assistance in expressing your complaint, we are able to listen and help you to set out the details. We may also be prepared to engage with a person that you nominate to act on your behalf however we will require consent from you to the authorization (unless the person is acting under a Power of Attorney).

If you are more comfortable using a language other than English, please let us know so that this can be addressed.

Contact us by:

Telephone: 08 8470 9060

Email: admin@oakleighfs.com

Postal Address: 81 Sydenham Road, Norwood, SA, 5067

Our process

We have established an internal process for handling complaints and ensuring the effective and prompt resolution of complaints or concerns.

Once your complaint is received, we will provide you with an acknowledgement within one business day, using your preferred method of communication.

We will generally need to gather information and consider this information in the context of the situation you have brought to our attention. We may need to contact you during our assessment to clarify or obtain further information. You may always contact the Complaints Officer to find out what is happening to your complaint.

We will endeavor to conduct the investigation and assessment in a fair and unbiased manner and ensure that the matter has been dealt with fairly and reasonably.

You will receive our final response within 30 calendar days of the receipt of your complaint, with clear explanations for our decision. However, if your complaint is complex or there are unavoidable delays in receiving requested information from you this may impact our meeting that target. In those unexpected situations we will send you a Delay Notification which will set out the reasons for the delay. You will be advised that you may escalate the matter to the Australian Financial Complaints Authority whose contact details are set out towards the end of this policy.

In summary, the timeframes are:

Acknowledgement of a complaint	One business day
Final response	Within 30 calendar days, unless we issue a Delay Notification

Your complaint will be handled in the strictest confidence.

Don't agree with our solution?

If a matter has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

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