

Tell us what you think

Feedback about our service

We value your feedback. Compliments, suggestions and complaints about AFCA's service help us improve.

What will AFCA do with my feedback?

Your feedback should be as specific as possible so your comments can be initially directed to the AFCA staff member you have been dealing with, or their manager.

We will not contact you unless you have asked for a response.

If you submit a complaint about our service, your concerns will be handled in accordance with our Service Standards Policy.

Can I complain about an AFCA decision?

A determination is a final decision. It is not possible to use our service feedback process to have your complaint re-opened.

About you

Select the option that best describes you.

- Individual
- Small business
- Consumer representative

Would you like a reply to your feedback?

- Yes
- No

If yes, how would you prefer to be contacted?

- Mail
- Email
- Telephone

Complaint reference number:

Name	
Organisation <i>(if applicable)</i>	
Postal address	
Phone number	
Email	

Type of feedback (select one)

- Individual
- Small business
- Consumer representative

Information that will help us to respond to your feedback (select all that apply)

- Individual
- Small business
- Consumer representative

What outcome, if any, are you seeking?

- I want the complaint to be prioritised
- I want an apology
- I want information to be changed or corrected
- I want technical issues to be resolved
- I want an explanation of process or how the complaint has been handled
- I want the decision to be clarified
- I want the decision to be reviewed or changed
- I want my complaint to be reopened
- Other

Please provide a brief description:

Tell us what you think

Please provide details:

Privacy

AFCA is committed to keeping your personal information safe. To do so, we will abide by the Privacy Act and the Australian Privacy Principles. For general information on how we deal with information provided to us, our privacy policy can be found at www.afca.org.au/privacy.

Thank you for your feedback

Once complete, please send this form, together with any additional relevant information to:

The Service Standards Manager
Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001
Email: info@afca.org.au

What if I'm still unhappy?

Any person or business directly affected by how we deal with a complaint can register dissatisfaction with the Independent Assessor.

Before a service complaint about AFCA can be made to the Independent Assessor, we must have had a reasonable opportunity to respond through our service feedback process.

If you are dissatisfied with your response from the Service Standards Manager, you can refer your concerns to the Independent Assessor. The Independent Assessor will independently consider and respond to your feedback.