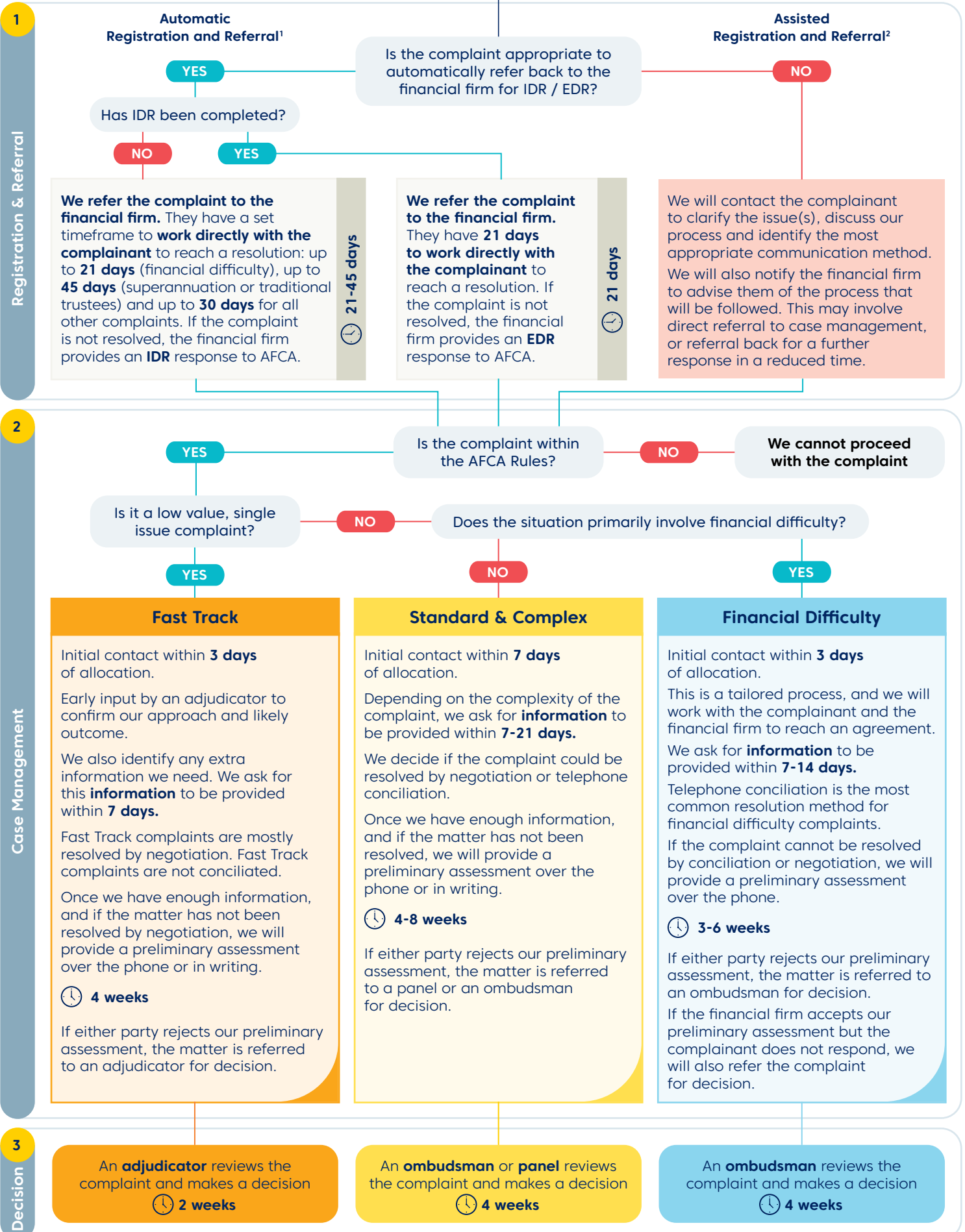


# AFCA complaint resolution process

Effective from 5 October 2021

## Complaint lodged with AFCA



Advertised timeframes are targets. Case complexity and AFCA complaint volumes may affect the time taken to handle individual complaints.

<sup>1</sup> Most complaints will progress through the automatic Registration and Referral process.

<sup>2</sup> Some complaints may not be appropriate to automatically refer back to the financial firm because of the subject matter, urgency or the accessibility needs of the complainant.