

How to raise a service complaint or provide feedback about AFCA's service

This is a guide to raising a service complaint or providing feedback about AFCA's service.

You can provide feedback AFCA's service in the form of a compliment or suggestion or by raising a Service Complaint. Your feedback is valuable to us and helps us improve.

You can provide feedback about our service on our website or by logging in to your portal account and using our online enquiry form.

You can provide feedback at any stage of the AFCA process or even after a complaint has closed by completing the online enquiry form or other communication methods.

The enquiry form can be completed by complainants and/or their representatives, financial firms, consumer representatives or members of the public.

Submitting your feedback through the online enquiry form

You can provide feedback about our service by completing the online enquiry form on our website.

For members, if you are providing feedback or raising a service complaint, please log in to the member portal before submitting your feedback or service complaint.

You can use the online enquiry form to raise the following enquiry types:

Enquiry type	Definition
Service feedback	Use this enquiry type to provide your compliments and suggestions. This will help us review and improve our service. You can let us know in the enquiry form whether you would like a response to your compliment or suggestion.
Service complaint	Use this enquiry type if you are unsatisfied with about the standard of service we provided. Complaints about our service must be lodged within six months

Enquiry type	Definition
	of closure of a financial firm complaint being finalised and closed. Please see Our service complaints and feedback procedure for further information.
General enquiry	Use this enquiry type if you have questions about AFCA such as AFCA's process, how AFCA can help you or what AFCA does.
Privacy access request	Use this enquiry type to request access to your personal information under the Privacy Act. We will give you access to personal information that we hold unless there are legal reasons why we can't. Please refer to AFCA's privacy policy for further information.

This guide details how to provide Service feedback or raise a Service complaints.

Please note, service complaints and feedback are not for situations where you are dissatisfied solely with the outcome of a financial firm complaint, including a final determination we've made about a complaint, nor should it be used to raise a new financial complaint.

While AFCA's determinations are final, we can provide clarity or answer questions relating to the determination and its findings. You can do this by raising a **General request** in the portal, writing to us via email or post or calling your complaint contact.

To raise a new financial complaint, you can complete and submit the **Online Complaint Form** on our website or directly in the portal. For assistance, please refer to our guide to registering a new complaint online.

Providing feedback in the portal

If you have a portal account, you can provide feedback directly in the portal rather than on our website.

Submitting your enquiry form in the portal can make it easier to provide your feedback and keep track of your enquiries.

To provide service feedback in the form of a compliment or suggestion about AFCA's service or a staff member using the enquiry form, follow these steps:

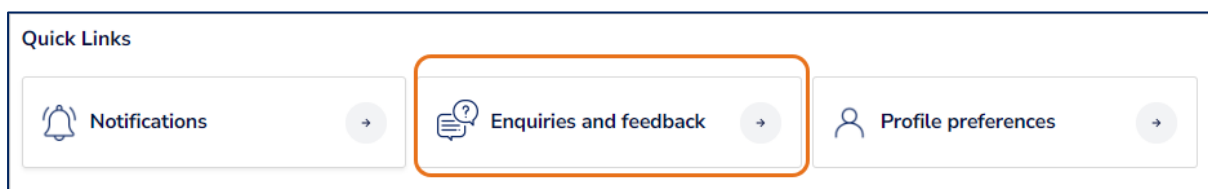
1. Log in to portal.
2. Under **Quick links**, click **Enquiries and feedback**.
3. When completing the form, select **Provide feedback** to complete the questions relating to raising **feedback**.

4. When completing the form, you can choose to provide either **Compliment** or **Feedback**.
5. Complete and submit the online enquiry form.

To raise a service complaint about AFCA's service using the enquiry form, follow these steps

1. Complete steps 1-2 above.
2. When completing the enquiry form, select **Make a service complaint** to complete the questions relating to raising a **Service complaint**.
3. Complete and submit the online enquiry form.

Once you have submitted the form, you will be provided with a reference number.



Providing feedback through the AFCA website

To provide service feedback in the form of a compliment or suggestion about AFCA's service or a staff member on the AFCA website, follow these steps:

1. Go to AFCA's webpage on [Feedback and complaints about our service](#).
2. Click Complete our online feedback under Got feedback? and follow the prompts to complete the feedback form.

Once you have submitted the form you will be provided with a reference number.

Providing feedback in writing or over the phone

If you cannot access the online complaint form, you can write to AFCA via email or post or call us to provide your feedback.

- Email – info@afca.org.au
- Post – GPO Box 3, Melbourne VIC 3001
- Phone – 1800 931 678

We will provide you with a reference number for your enquiry as soon as possible.