

## Complaints Policy

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SMSF Specialist Advisor™



We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us, send us an email or put your complaint in writing to our office.

If you are unable to lodge your complaint yourself, we encourage you to seek the assistance of a representative of your choosing who may lodge your complaint on your behalf.

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 48 hours. We aim to assess and determine your complaint objectively and without bias. As a part of our process, we may request further information from you and your financial advisor. We will then set about resolving the complaint quickly, fairly and efficiently. If we are unable to resolve your complaint to your satisfaction within five business days, then we will respond to you in writing within 30 calendar days from the date we receive your complaint. Our written response will include:-

- an overview of the facts of the complaint
- the issues raised in the complaint
- our assessment of those issues, then finally
- our decision about how the complaint should be resolved and why, including a particular remedy (if any) to be provided to you.

If you are not satisfied with our response/determination or if you have not received a response within 30 days, you can lodge your complaint with the Australian Financial Complaints Authority (AFCA). Wealth Integrity is a member of AFCA. AFCA can be contacted on 1800 931 678 or via their website [www.afca.org.au](http://www.afca.org.au). AFCA provides fair and independent financial services complaint resolution which is free to consumers.

