

## Our Complaints Process

We are committed to providing good service to our customers and your views are very important to us.

If something goes wrong, we're determined to make it right again. If you've had an experience that you are not satisfied with, we're here to resolve the issue. Your feedback can also help us to improve our services, even if you don't have a formal complaint.

### **Making a complaint**

Please talk to us! Many complaints can be resolved quickly, so please raise them with us should they occur. Please contact us on; (08) 8272 4326 or [steven@sansovninifs.com](mailto:steven@sansovninifs.com)



We will promptly acknowledge your complaint within 1 business day and then investigate in accordance with our Internal Dispute Resolution process. Once a determination is made on your complaint you will be notified within 30 days.

If you are not satisfied with our response, you can refer your complaint to our external complaint dispute resolution body:

#### **Australian Financial Complaints Authority (AFCA)**

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001