

OUR COMPLAINTS POLICY

How to make a complaint

We want to give our clients the best experience, so if you are unsatisfied in any way we would like you to tell us about it.

Our complaints process

1. Collect any documents or records that relate to your complaint, including information on any relevant times, dates and names that could assist our investigation.
2. Get in touch with us and tell us about your complaint, including what happened and how you think it could be fairly resolved. You may need to provide us with some personal information, including your name and contact details which we will collect in accordance with our privacy policy available on our website.

You may either discuss the matter with your adviser directly or contact our Complaints Officer on 07 3226 2966 or via email admin@whitehavenpp.com.au. We will acknowledge receipt of your complaint within 24 hours and attempt to resolve it within 30 days.

You can also make an anonymous complaint, but it will likely make it more difficult for us to investigate and resolve your complaint. If you prefer, you can authorise someone else to talk to us on your behalf, for example, a friend or family member, a legal representative or financial counsellor.

3. We will acknowledge your complaint and try to resolve it as quickly as possible, if not straight away.

How long will the process take?

We aim to resolve all complaints as quickly as possible. If we cannot give you an answer immediately, we will aim to get back to you within 5 business days.

Some complaints require more investigation. If this happens with your complaint, we will give you a written response within 30 calendar days of receiving your complaint. We will also keep you informed of our progress.

If we cannot resolve your complaint within 30 calendar days, we will get in touch to explain why and let you know how to contact the Australian Financial Complaints Authority (**AFCA**).

What happens if you are not happy with our response?

As a financial services business, we are required to be a member of AFCA, which provides free external dispute resolution services to consumers. If you are not happy with our response, you can refer your complaint to AFCA.

Australian Financial Complaints Authority (AFCA)

GPO Box 3
Melbourne VIC 3001

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

If your complaint is about privacy, you should contact The Office of the Australian Information Commissioner.

Office of the Australian Information Commissioner

GPO Box 5218
Sydney NSW 2001

Website: oaic.gov.au

Phone: 1300 363 992