

Complaints Policy

Advice Professionals Pty Ltd AFSL 413272

1/170 Mulgrave Road, Cairns
PO Box 878, Bungalow QLD 4870
Ph: 07 4041 0899 **Fax:** 07 4041 0725
Email: advice@odonnellkerr.com

What should I do if I have a complaint?

If you have any complaints about the services we have provided to you, you should take the following steps:

- Contact your financial adviser or contact us by any of the following means:
 - Post: Compliance Officer, Advice Professionals Pty Ltd, PO Box 878, Bungalow QLD 4870
 - Email: advice@odonnellkerr.com
 - Phone: 07 4041 0899
- We will acknowledge your complaint within 24 hours of receipt, if practicable to, and we will try and resolve your complaint quickly and fairly.
- If you need additional assistance to lodge a complaint, please use any of the above methods to contact us and we can engage accessibility services such as interpreters, if required, or we can assist you.
- If the complaint can't be resolved to your satisfaction within 30 business days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). Advice Professionals Pty Ltd is a member of AFCA. AFCA can be contacted by:
 - Post: GPO Box 3, Melbourne, Victoria, 3001
 - Email: info@afca.org.au
 - Phone: 1800 931 678
- Where we need more time (for example due to complexity or difficulties investigating your complaint), we will write to you to let you know that we need more time, the reasons why and that you have the right to refer the matter to the AFCA if you are dissatisfied.