

How to Complain

We are always looking for ways to improve our service. If something has gone wrong, we want to know.

To make a complaint, you can:

1. Email enquiries@betterfinance.com.au
2. Call 1800 867 132 and ask for our Complaints Office, Dean Giakoumakis
3. Send a letter to: Level 8 Suite 8218, 1341 Dandenong Road, Chadstone 3148, Victoria

Please ensure you are full and detailed in the description of your complaint: tell us what has happened, when, and how you would prefer we resolve the matter.

When we receive your complaint, we will:

1. Acknowledge your complaint in writing within one to two working days
2. Follow our Internal Disputes Review process, during which we will review the information you provided, gather any other relevant information and evaluate our view of the complaint.
3. Following this review of relevant information, we will attempt to resolve the complaint with you, within five working days.
4. If we are unable to resolve the complaint within five working days, we will respond within 21 calendar days with a formal IDR response.

If after the steps above, we cannot agree on how to resolve the complaint, you can contact the Australian Financial Complaints Authority (AFCA).

AFCA is the dispute resolution scheme for financial services and is impartial and independent. The AFCA service does not cost you anything.

You can contact AFCA:

1. By calling 1800 931 678
2. By emailing info@afca.org.au
3. Through AFCS's website: www.afca.org.au/make-a-complaint
4. By writing to: Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne, VIC 3001