



MAKE WORK OPTIONAL
Clarity today. Simplicity tomorrow.

COMPLAINTS PROCEDURE



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REPORTING YOUR CONCERNS

Make Work Optional is committed to customer focused, effective and efficient complaint handling, so should you have a complaint about us, we need to hear from you.

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Executive Manager Governance to discuss your complaint.

Phone 0498 1214 16

Mail

Executive Manager Governance
Make Work Optional
10 Chelsea Cres, Forbes
NSW 2871, Australia

Email Info@makeworkoptional.com.au

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days.

From the 5th of October 2021, this timeframe will be reducing to 30 days, meaning you will be responded to within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

5. The contact details for AFCA are:

Phone 1800 931 678 (free call)

Email

info@afca.org.au

Online www.afca.org.au

Mail

GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge info line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.