

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 02 9488 0400 or ownyourfuture@investorplan.com.au.



We will acknowledge receipt of a complaint within 1 business day, however, where this is not possible, acknowledgement will be made as soon as practicable. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. If additional time is required, we will advise you in writing.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers:

Australian Financial Complaints Authority (AFCA)

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

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