

Complaints Policy

About this document

At Quadrant Wealth, we want to give our clients the best experience, so if you are not satisfied in any way, we would like you to tell us about it.

We respect your feedback, take it seriously and aim to resolve your complaint in a respectful, fair and reasonable way, as quickly and efficiently as we can. We ask you afford us the same and provide us with reasonable assistance during the process.

How to make a complaint

If you have a complaint or concern about the service provided to you, we encourage you to contact 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.

The best way to contact us is by telephone at **(02) 9386 9156** or email at **david@quadrantwealth.com.au**.

You are entitled to make an anonymous complaint, however doing so will likely make it more difficult for us to investigate and resolve your complaint.

If you need help to make or manage your complaint, you can authorise someone else to talk to us on your behalf, for example, a friend, family member, a legal representative or financial counsellor.

Our complaints process

1. We will acknowledge your complaint within 24 hours and will attempt to resolve your concerns in a timely manner.
2. If we cannot resolve your complaint immediately, we will need some time to investigate your concerns and may request that you provide us with further information to assist with our investigation.

How long will the process take?

We aim to resolve all complaints as quickly as possible. If we are unable to give you an answer immediately, we will aim to get back to you within 5 business days.

Where we can't resolve your complaint within 5 business days and need to investigate further, we will give you a written response within 30 business days of receiving your complaint. We will also keep you informed as the matter progresses.

If we are unable to resolve your complaint within 30 business days, we will contact you to explain the reasons why.

What happens if you are not happy with our response?

As a financial services business, we are members of the Australian Financial Complaints Authority (AFCA). AFCA provides free external dispute resolution services to consumers.

If you are not happy with our response or how we have dealt with your complaint, you can refer your complaint to AFCA as follows:

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 regarding privacy, you should contact The Office of the Australian Information Commissioner (OAIC) as follows:

Office of the Australian Information Commissioner (OAIC)

GPO Box 5218 Sydney NSW 2001

Website: www.oaic.gov.au | Email: enquiries@oaic.gov.au | Phone: 1300 363 992