

Complaint

to the Independent Assessor of the Australian Financial Complaints Authority

The Independent Assessor reviews complaints about the standard of AFCA's service and works independently of AFCA's internal complaints process. The Independent Assessor does not have the power to review the merits or substance of an AFCA decision on a financial firm complaint.

Before the Independent Assessor can consider a service complaint, the following must apply:

1. Your related financial firm complaint has been closed (unless exceptional circumstances apply)
2. AFCA has been provided with an opportunity to address your concerns (i.e. you must first have submitted your complaint to AFCA and received a response)
3. It is fewer than three months since you received AFCA's service complaint response.

Find out more: www.afca.org.au/independent-assessor

Frequently Asked Questions: www.afca.org.au/about-afca/accountability/independent-assessor/frequently-asked-questions

Your details

I am lodging this complaint

- for myself
- jointly with others
- for a business
- for someone else

Title	
First name	
Last name	
Organisation name	
Address	
Suburb	
State	
Country	
Phone number	
Email address	

Your AFCA case numbers

AFCA case number (the dispute with the financial firm)

Is this case closed? Yes No

The Independent Assessor cannot consider your complaint until the dispute case is closed, unless there are special circumstances.

AFCA complaint case number (the CRef number)

If you have not complained directly to AFCA, you need to do so first. You can lodge a complaint here <https://apps.afca.org.au/feedback>

Your complaint

Your complaint about AFCA's service

What outcome are you seeking?

A copy of your complaint form will also be provided to the AFCA Service Complaints Team.

Further information

How did you hear about the Independent Assessor?

- An AFCA case worker over the phone
- A letter from an AFCA case worker
- AFCA's Service Complaints team over the phone
- A letter from AFCA's Service Complaints team
- AFCA website search
- Search engine (Google, Bing etc)
- Other (Please specify)

Once complete please send this complaint form together with any additional information to:

The Independent Assessor
of the Australian Financial Complaints Authority
AFCA
GPO Box 3
MELBOURNE VIC 3001

Email: independentassessor@afca.org.au