



## **COMPLAINTS**

If you are dissatisfied with how we have dealt with your personal information, or you have a complaint about our compliance with the Privacy Act, you may contact our complaints officer on +61 3 9696 3302.

We will acknowledge your complaint within seven days. We will provide you with a decision on your complaint within 30 days.

If you are dissatisfied with the response of our complaints officer, you may make a complaint to our External Dispute Resolution Scheme, Australian Financial Complaints Authority ("AFCA") which can be contacted on 1800 931 678 or via email [www.afca.org.au](http://www.afca.org.au) or the Privacy Commissioner which can be contacted on either [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.