

Complaints Process

Dispute resolution and complaints

We are committed to providing you with the best possible service, however we understand there may be times where you are not satisfied. If this occurs, please inform us verbally or in writing with the exact details of your complaint, so we can work towards a prompt and fair resolution.

Our contact details are:

Mail: The Complaints Manager
Integrate Finance
PO Box 1186
Coorparoo DC Qld 4151

Email: enquiries@integratefinance.com.au

Your complaint should include an outline of the financial services which have not met with your satisfaction. Include a summary of the facts relating to your complaint, and how you believe we can resolve the matter to your satisfaction.

We will investigate your complaint and will make every effort to ensure you receive a fair and prompt reply. For complaints relating to the financial services, we will provide you a written response within 30 calendar days of receiving your complaint. We will keep you informed of the progress of your complaint if this investigation cannot be resolved within this time.

If you are not satisfied with our response or have not received a response within the required timeframe, you can lodge a complaint with the Australian Financial Services Complaints Authority (AFCA).

Integrate Finance is a member of the external complaints resolution scheme operated by AFCA. AFCA provide free advice and assistance to clients not satisfied with the responses provided by member companies to their complaints. AFCA may undertake an independent external investigation of the complaint or enquiry. Member companies such as Integrate Finance are bound by any decisions made by AFCA.

You can contact the Australian Financial Complaints Authority by:

Phone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne Vic 3001

Website: www.afca.org.au
Email: info@afca.org.au

Further Information

For more information regarding our Complaints Process or anything else about our services, just contact us at any time. We're here to assist you.