Melbourne Advisory & Partners Pty Ltd

What should I do if I have a complaint?

If you have any complaints about the services we have provided to you, you should take the following steps:

- Contact your financial adviser or contact us by any of the following means:

  Post: Level 1, Suite 5/242 Hawthorn Rd, Caulfield North VIC 3161

  Email: c@heppingstonefs.com.au

  Phone: 03 9023 1449

- We will acknowledge your complaint within 24 hours of receipt if practicable to and we will try and resolve your complaint quickly and fairly.
- If you need additional assistance to lodge a complaint, please use any of the above methods to contact us and we can engage accessibility services such as interpreters if required or we can assist you.
- If the complaint can't be resolved to your satisfaction within 30 calendar days, you have the right to refer the matter to the Australian Financial Complaints Authority ('AFCA'). name of Licensee is a member of AFCA. AFCA can be contacted on:

  Post: GPO Box 3, Melbourne, Victoria, 3001

  Email: info@afca.org.au

  Phone: 1800 931 678

- Where we need more time (for example due to complexity or difficulties investigating your complaint), we will write to you to let you know that we need more time, the reasons why and that you have the right to refer the matter to the AFCA is you are dissatisfied.