

## Complaints

Do you have a concern or feedback you would like to share?

At Westside Finance Group Pty Ltd, we aim to provide the very best service for our customers.

If you are not satisfied with our service please let us know so that we can improve. If you have a concern that we have not been able to resolve and you would like to make a complaint you can do so through our internal dispute resolution process which is designed to deal with complaints genuinely, efficiently and effectively.

### **How do you lodge a complaint.**

You can lodge a complaint by contacting the Complaints Officer by:

Email: [info@westsidefinance.com.au](mailto:info@westsidefinance.com.au)

Phone: 08 9322 6815

Letter:

Complaints Officer

Westside Finance Group Pty Ltd

PO Box 251

West Perth, WA

6872

The Complaints Officer has the necessary experience and authority to handle your complaint.

Please explain the details of your complaint as clearly as you can. If you need assistance explaining your complaint, please let the Complaints Officer know, so they can make the necessary arrangements.

### **How will we deal with your complaint.**

When we receive a complaint, we will do our best to resolve it promptly.

To help us do this we ask that you provide:

1. all essential and relevant information, documents, written statements and any other materials that may assist in resolving the complaint; and
2. any additional information that we may reasonably request.

We ask that you provide any information that we request within a reasonable time frame.

### **What if you are not satisfied.**

If you are not satisfied with our response to your complaint or we do not reach agreement within the prescribed timeframe, which is 45 days for most complaints and 21 days for complaints involving hardship, postponement of enforcement proceedings and default notices, you may refer the

complaint to our external dispute resolution provider, the Australian Financial Complaints Authority (AFCA).

AFCA can be contacted by:

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Online: [www.afca.org.au](http://www.afca.org.au)

This is a free service which provides you with an independent mechanism to resolve certain complaints.