

5 October 2021

# How to make a complaint – managed funds

The information in this document explains Australian Ethical's Internal Dispute Resolution process.

All complaints are welcome, we commit to managing complaints effectively and fairly. There are no costs associated with making a complaint.

## **Internal Dispute Resolution process**

**Step 1** – Get in contact with us to discuss your complaint. The easiest way to this is by phone:

Phone us on 1800 021 227

You also have the option to send an:

Email [investors@australianethical.com.au](mailto:investors@australianethical.com.au). Please make sure you add the word 'Complaint' in the subject line; or

Post Australian Ethical Investment Ltd, c/o Boardroom Pty Ltd GPO Box 3993, Sydney NSW 2001. Please make sure you add the word 'Complaint' in your letter.

If your complaint cannot be resolved straight away, we will tell you we need more time. We do ask that you provide as much information as possible to assist us with resolving the complaint.

**Step 2** – We will acknowledge your complaint and progress this to the Complaints team.

By legislation we are required to resolve your complaint within 30 days however we will try to resolve your complaint as soon as possible. If we have not responded within 45, or you are not satisfied with the outcome, you may take the matter to external dispute resolution (see below).

**Step 3** – Our response will outline the outcome of the complaint which will detail the investigations undertaken and the reasons for our decision. If you are not stratified with the response, you have the right to lodge a complaint with an External Dispute Resolution body (as detailed below).

Please note – You can nominate an individual to act on your behalf for the duration of the complaint. Once the complaint is resolved to your satisfaction, the nominated individual will no longer represent you for other matters in relation to your Australian Ethical Super account. You can visit our website to access the Managed Funds Third Party Complaint Authority Form.

We also provide [interpreting services](#) for those members that require this service.

### **External Disputes Resolution Process**

The Australian Financial Complaints Authority (AFCA) has been established to provide fair, free and independent disputes resolution for financial complaints.

If we have not responded to your complaint within the specified period as mentioned above or if you are not satisfied with our decision, you can complain to AFCA.

Australian Financial Complaints Authority

Mail GPO Box 3 Melbourne, VIC 3001

Phone: 1800 931 678

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

Website: [afca.org.au](http://afca.org.au)

AFCA can only deal with certain complaints and they must be made within a certain timeframe. To view these limitations, please visit AFCA's website.

**T** 1800 021 2271  
**E** [investors@australianethical.com.au](mailto:investors@australianethical.com.au)  
**W** [australianethical.com.au](http://australianethical.com.au)