

How to lodge a complaint

If 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.

You can lodge a complaint by contacting our Complaints Officer in any of the following ways:

Email: info@accountableloans.com.au

Phone: 0408 677 757

Mail: 97 Main Street Bacchus Marsh Vic 3340

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 your complaint be dealt with?

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.

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, you may refer the complaint to our external dispute resolution scheme, the Australian Financial Complaints Authority by:

Email: info@afca.org.au

Phone: 1800 931 678

Online: www.afca.org.au

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