

# Complaints Policy

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## Hejaz Financial Services

This Complaints Policy has been produced by Hejaz Financial Services Pty Ltd ('Hejaz', 'we', 'us', and 'our').

Hejaz is a privately owned and operated financial planning company. We are not owned by a fund manager, bank or other financial institution. Hejaz advisers are equipped to offer clients holistic advice and solutions that are tailored to each client's individual needs, circumstances, and advice requirements.

## Our Commitment to you

Hejaz is committed to the efficient and fair resolution of complaints received in relation to the services that are offered by our advisers and us. Our complaints resolution process is provided to you free of charge.

## If you have a Complaint

If you have a complaint about the financial services provided to you, you should contact your adviser or Hejaz and tell us about your complaint. You may lodge your complaint via any of the following methods:

- Directly with your adviser in person (face to face), via phone or in writing either by post or email, and/or;
- To Hejaz (via one of the following methods):
  - **Phone:** 1300 043 529
  - **Email:** [information@hejazfs.com.au](mailto:information@hejazfs.com.au)
  - **In writing or in person:** Level 11, 2 Queen Street, Melbourne VIC 3000
  - **Hejaz's social media:** [@hejazfs](https://www.instagram.com/hejazfs)

## Need additional help to lodge your complaint?

If you are unable to lodge your complaint yourself, we encourage you to seek the assistance of a representative of your choosing who may lodge your complaint on your behalf. Representatives might include financial counsellors, legal representatives, family members, friends and members of parliament.

## The process we follow when we resolve a complaint:

We will acknowledge your complaint in writing or verbally within **24 hours (one business day)** of receiving your complaint, or as soon as practicable.

We will assess and determine your complaint objectively and without bias, with input from your financial adviser and you. As part of our assessment process, we may request further information or documentation from your financial adviser and you. We have a range of methods to resolve complaints. We select the method, or combination of methods, that we think is most likely to resolve the complaint quickly, fairly and efficiently.

If we are unable to resolve your complaint to your satisfaction within **five business days** (in the first instance), then we will respond to you in writing within **30 calendar days** from the date that we receive your complaint. If we anticipate delays in our response, we will advise you as soon as possible but no later than the **30-day response period**.

Our written response to you will include:

- An overview of the facts of the complaint;
- The issues raised in the complaint and our assessment of those issues, and;
- Our decision about how the complaint should be resolved and why, including a particular remedy (if any) to be provided to you.

If you accept our determination, we will finalise (formally or otherwise) the complaint by providing you with the particular remedy specified in our response.

If you feel our response and/or determination is inadequate or if you have not received a response within 30 days, you have the right to complain to the Australian Financial Complaints Authority Limited (AFCA). HFS is a member of AFCA and they can be contacted on **1800 931 678**. You can also submit an online complaint form available at [www.afca.org.au](http://www.afca.org.au), or you may write to them at [info@afca.org.au](mailto:info@afca.org.au) or GPO Box 3, Melbourne VIC 3001. This service is provided to you free of charge.

The Australian Securities and Investment Commission (ASIC) also has an Infoline: **1300 300 630** which you may use to make a complaint and obtain information about your rights. If you have concerns involving ethical and professional conduct, you may consider raising your concerns with the Financial Planning Association of Australia (FPA). They can be contact on **1300 626 393** or you can write to them at GPO Box 4285, Sydney NSW 2001.

