



## Making a complaint

### What happens when you lodge a complaint?

#### We'll acknowledge your complaint

Most complaints can be resolved in the moment, or within five business days.

If not resolved immediately, a Representative will send a complaint acknowledgement to you within one business day and will then work to find a solution for you.

If this is the case, we'll give you a reference number, and let you know the name and contact details of the person who's handling it.

#### We'll assess the information we have and investigate the issues

We'll assess the information you give us, investigate the issues further, and work with you to find a fair solution.

#### We will keep you updated

During the assessment and investigation of your complaint, your Representative will handle your complaint with care, find a solution as quickly as possible, and help to prevent similar issues from occurring again. We will provide you with regular progress updates and if some further information is needed, we will let you know.

#### We'll work with you to find a fair outcome

We'll aim to provide you with a final response to your complaint as quickly as we can. If we're unable to do this within 30 days, we'll tell you the reason for the delay.

We'll provide you with regular progress updates and if some further information is needed, we'll let you know.

#### If you're still unhappy

If you're not satisfied with the outcome of your complaint, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA).



They provide a fair, free and independent complaint resolution service:

- [www.afca.org.au](http://www.afca.org.au)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: 1800 931 678 (free call)
- Postal address: GPO Box 3, Melbourne, VIC, 3001

#### Your privacy

We'll protect the privacy and security of your information and adhere to our Privacy Policy, available on our website.

### There are a few ways to make a complaint. Choose the one that best suits you.



Email us at [info@squarecreditrepair.com.au](mailto:info@squarecreditrepair.com.au)



Use our online form at [squarecreditrepair.com.au/lets-talk](http://squarecreditrepair.com.au/lets-talk)



Call us on 1300 600 450 (9am-5pm, Monday to Friday, Sydney/Melbourne time)



Write to Square Credit Repair  
PO Box 580 Wentworthville, NSW 2145

#### Please inform us of:

1. Your name and your preferred contact details (unless you wish to remain anonymous)
2. What your complaint is about, and
3. The resolution you're seeking