



COMPLAINTS  
1 FEBRUARY 2024

## Complaints Process

Belford Wealth is committed to providing quality advice to clients. This commitment extends to providing accessible complaint resolution mechanisms for clients. If you have a complaint about any of our Financial Advice Services you should take the following steps:

### Contact your Adviser:

In the first instance please contact your Adviser who provided you with the particular service and tell them about your complaint. They will try to resolve your complaint quickly and fairly.

### Internal Dispute Resolution:

If you have raised your concern with a Belford Wealth Management Authorised Representative and the matter has not been resolved to your satisfaction, our Internal Dispute Resolution Team can assist. There are three ways you can lodge your complaint:

- **By telephone:**  
0424 506 827
- **In writing (by mail):**  
Mail your written complaint to:  
The Responsible Manager, Belford Wealth Management Pty Ltd, Suite 2, 303  
Maroondah Highway Ringwood, VIC 3134
- **By email:**  
anastasia@belfordwm.com.au  
Please provide full details of the complaint including:
  - Your full name and contact details
  - Your Adviser's name
  - Provide supporting documentation\*
  - Clearly identify the resolution you are seeking

(\*Please do not email documents containing personal information.)

We will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly. We will endeavour to resolve your complaint within 5 business days however some complaints do take more time than others. We expect to resolve all complaints within 30 days. If we do not resolve your complaint within 30 days we will advise you of the reasons for the delay.

## External Dispute Resolution

If you do not feel your complaint has been resolved in a satisfactory manner, or if you have not received a response after 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA accepts complaints in regards to either:

- A financial planning or advice matter;
- A credit assistance matter; or
- A superannuation matter

AFCA can be contacted by one of the following alternatives:

- **By telephone:**  
1800 931 678 (free call)
- **In writing (by mail):**  
Mail your written complaint to:  
Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001
- **By email:**  
info@afca.org.au  
Website: [www.afca.org.au](http://www.afca.org.au)

Australian Securities and Investments Commission (ASIC) are the regulator of financial services in Australia and they have a free call Infoline on 1300 300 630 which you may also use to make a complaint or obtain information about your rights.