



COMPLAINTS POLICY

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms. If you have a complaint about any financial service provided to you by your adviser, you should take the following steps -

- Contact your Henderson Ross adviser and tell your adviser about your complaint. The majority of complaints can be resolved this way.

Phone: +61 (0)7 3392 3676
Email: admin@hendersonross.com.au
Website: [Online Contact Form](#)

In person:	Brisbane Office:	Gold Coast Office:
	26 Didsbury Street	7/30 James St
	East Brisbane	Burleigh Waters
	QLD 4169	QLD 4220

In writing: Ross Financial Group Pty Ltd
PO Box 8002
Woolloongabba, QLD 4102

- If you do not have an adviser or your complaint is not acknowledged, please contact the Complaints Manager at Grange Financial Services Pty Ltd via:

Phone: +61 (0)7 5585 4200
Email: support@grangefinancialservices.com.au

- You can also put your complaint in writing and send it to:

Grange Financial Services Pty Ltd
Complaints Manager
PO Box 8799
Gold Coast MC Qld 9726

If someone else is lodging a complaint on your behalf, we will require appropriate authority for your representative to communicate on your behalf.

Our aim is to resolve your complaint quickly and fairly. You should receive acknowledgement of your complaint within 24 hours or one business day after we have received your complaint. Please provide us your preferred method of communication when contacting us. We will try to resolve the complaint to your satisfaction at the time or within five business days of receipt. You may be requested to provide



supporting documentation or assist us with any additional information we may to assist us with resolving your complaint.

Where further assessment and investigation is required to resolve a complaint, we will provide a written response within 30 calendar days.

If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority (AFCA). Grange Financial Services Pty Ltd is a member of this external dispute resolution service (Member Number 39916).

The contact details for AFCA are:

Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Website: www.afca.org.au
In writing: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

The Australian Securities & Investments Commission (ASIC) also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

If you require any additional assistance or have any questions regarding our complaints process, please contact us for further assistance.