

Complaints

If you have a complaint about the service provided by us you should:

1. Let us know your concerns. We value your feedback and the opportunity to improve our service. In the first instance, please let us know your concerns. Alternatively, you can email or write setting out details of your complaint to:

The Complaints Manager, Infocus Securities Australia Pty Ltd (Infocus).

Email: support@infocus.com.au;
or Post: PO Box 1856, Sunshine Plaza QLD 4558;
or Telephone (07) 5406 5000.

2. Outline the specific areas of service, which have not met with your satisfaction. Detail in your letter, as simply as possible, all the facts relating to your complaint and how you believe we can investigate and resolve this matter to your satisfaction.
3. Infocus will investigate your complaint and will make every effort to ensure you receive a fair and prompt reply. Infocus will endeavour to resolve your complaint within 30 business days. We will keep you informed of what is happening to your complaint if this investigation cannot be resolved within this time.
4. If you still do not get a satisfactory outcome, you have the right to take the complaint to an external dispute resolution scheme.

Infocus is a member of the external complaints resolution scheme operated by the Financial Ombudsman Service (FOS) and the Australian Financial Complaints Authority (AFCA). Both FOS and AFCA provide free advice and assistance to customers not satisfied with the responses provided by member companies to their complaints. FOS and AFCA may undertake an independent external investigation of the complaint or enquiry. Member companies like Infocus are bound by any decisions made by FOS or AFCA.

For lodgement of complaints lodged before 1 November 2018, these should be directed to:

Financial Ombudsman Service Australia

Online: www.fos.org.au
Email: info@fos.org.au
Phone: 1800 367 287
Mail: Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001; or

For complaints lodged on or after 1 November 2018, these should be directed to:

Australian Financial Complaints Authority

Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

For businesses with other entities, this complaints section should be on the Financial Services Page or should be clearly identified as being relevant to Financial Services complaints only.