

# Complaints Handling Policy

## How to make a complaint

We want to give our clients the best experience, if you're unsatisfied in any way please contact the internal complaints officer of our Licensee, BLSSA Complaints.

Level 15  
360 Elizabeth Street  
MELBOURNE VIC 3000  
Phone: 03 9320 1082 or 1800 763 486 (free call)  
Email: [resolutions@BLSSA.com.au](mailto:resolutions@BLSSA.com.au)

BLSSA Complaints will acknowledge your complaint and provide further details of the complaints process.

If your complaint can't be resolved within 30 business days, BLSSA Complaints will get in touch to explain why.

## What happens if you're not happy with the response?

As a financial services business, Hood Sweeney Finance Pty Ltd is required to be a member of AFCA, which provides free external dispute resolution services to consumers. If you're not happy with the response, you can refer your complaint to AFCA.

Australian Financial Complaints Authority (AFCA)  
GPO Box 3  
MELBOURNE VIC 3001  
Online: [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)

## Complaints about privacy

Should you have a complaint about any breach or potential breach of your privacy please contact our Privacy Officers.

PO Box 10516  
ADELAIDE BC SA 5000  
Phone: 1300764 200  
Fax (08) 2321968  
Email: [privacy@hoodsweeney.com.au](mailto:privacy@hoodsweeney.com.au)

If you are not satisfied with the outcome of your complaint, you are entitled to contact the Office of the Australian Information Commissioner using any of the following details:

GPO Box 5218  
SYDNEY NSW 2001  
Phone: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)