

# Public Complaints Policy

Picture Wealth Advisory Pty Ltd  
ABN 22 626 204 395 | AFS Licence No.530789

## Do you have a complaint?

At Picture Wealth Advisory Pty Ltd (PWA) we put our clients at the center of everything we do but we recognise that even in the best run organisations, things can go wrong. We want to give you the best experience, so if you are unsatisfied in any way, we'd like you to tell us about it.

We will take your feedback seriously and aim to resolve your complaint in a respectful, fair and reasonable way as quickly as we can.

## What is a complaint?

A complaint is, an expression of dissatisfaction made to or about an organization, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

## How do you make a complaint?

You may make your complaint to us verbally or in writing. We will accept your complaint in any form however the clearer the information you provide us, the better we may be able to understand the issues and respond to you. For a simple problem, we may be able to resolve your concern quickly by discussing it with you. For more complex issues it may help us to understand the issues if your complaint is in writing.

To assist us help you:

1. Gather all the relevant information for your complaint and think about questions you want answered and what you want us to do.
2. Next, contact us by email, mail or in person via the following:

<b>By email</b>	<a href="mailto:compliance@picturewealth.com">compliance@picturewealth.com</a>
<b>By mail</b>	30 Summers Street East Perth WA 6004
<b>By telephone</b>	You may phone: <ul style="list-style-type: none"><li>• Your adviser; or</li><li>• PWA's Compliance Manager on (08) 6243 0013.</li></ul>
<b>In person</b>	You may discuss your concerns with: <ul style="list-style-type: none"><li>• Your financial adviser; or</li><li>• PWA's Compliance Manager. Please call (08) 6243 0013 to arrange a meeting.</li></ul>

## Do you require assistance to lodge your complaint?

Should you require additional assistance to lodge your complaint, please contact us or have a representative contact us and we can discuss options to assist you. These options may include third party service providers such as Australian Sign Language (AUSLAN), text telephone (TTY), National Relay Service (NRS) or translation services.

- Interpreter service: 131 450
- National Relay Services:

Voice Relay Phone: 1300 555 727

TTY Phone: 133 677

SMS Relay Phone: 0423 677 767

## How long will we take to get back to you?

We aim to resolve all complaints as quickly as possible.

We aim to:

- acknowledge your complaint within 1 business day or as soon as practicable;
- for simple matters, provide a response to your complaint within 5 business days;
- for more complex matters, provide a written response to your complaint within 30 calendar days.

There are many variables that can affect complaint response times including the complexity of issues raised and matters that are outside our control. Despite our best endeavors, we may not always be able to meet these timeframes. If we are unable to respond to your complaint within 30 calendar days, we will inform you in writing of the reasons for the delay, your right to make a complaint to the Australian Financial Complaints Authority (AFCA) and the contact details of AFCA.

## Complaint resolution procedure

Upon receiving your complaint, we may request further information from you to help clarify your concerns or the resolution you are seeking. We may speak to PWA's affected representatives and review relevant records to understand the situation. Following our investigation, we will provide a response to you.

## What if your complaint remains unresolved?

As a financial services business, we're required to be a member of AFCA, which provides free external dispute resolution services to consumers. If you're not happy with our response, you can refer your complaint to AFCA.

## Australian Financial Complaints Authority (AFCA)

GPO Box 3

Melbourne VIC 3001

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678