



Complaints Procedure – Information for Clients

Updated September 2021

At Northstar Financial Advisers, we will always strive to offer a high standard of service. However, should you be dissatisfied with our service or with a product we have provided advice for, please contact us promptly so that we may address this.

Accessibility

We are committed to ensuring our Complaints Policy is easy to navigate and accessible to all our clients. Should you require additional assistance to access our information and make a complaint, please contact us and we will be happy to help.

Contact Us

By email, phone, in person or in writing to your Adviser or our Client Service Manager:

Ph: 02 9905 0395

Email: clientservice@northstarfinancialadvisers.com.au

Post: Northstar Financial Advisers Pty Ltd
Suite 116, 117 Old Pittwater Rd
Brookvale NSW 2100

We will acknowledge receipt of your complaint, then assess and investigate the background issues which have led to the issue. When our investigation is complete, we will report back to you with our findings and a resolution.

Timeframes

We will acknowledge receipt of your complete within one business day (verbally by phone or in person, or via SMS, email or post).

We will work to respond to you within the shortest possible time - for less complex issues we expect this to be within 5 days, and for most issues within 30 days.

Where the complexity of the investigation or delays outside of our control prevent us from responding within 30 days, we will notify you of the reasons for the delay.

AFCA

If we have not resolved the issue to your satisfaction, you may escalate your complaint to the Australian Financial Complaints Authority (AFCA).

Online: www.afca.org.au

Email: info@afca.org.au

Freecall: 1800 931 678

In writing: Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001

With your consent, we may also refer an unresolved complaint to AFCA.