



1 Palmerston Crescent  
South Melbourne VIC 3205

PO Box 810  
South Melbourne VIC 3205

Tel 1800 DPM DPM  
Fax 03 9621 7100

## How we manage your complaint?

### What we will do when we receive your complaint

- Acknowledge
- Advise timeframes
- Assess
- Investigate
- Respond
- Follow-up
- Consider

### How we assess a complaint

We aim to find a fair solution to your complaint using all relevant information and common sense. In making a decision we always consider the following:

- Integrity;
- The governing organisational guidelines and industry codes;
- The law;
- Good/best business practice;
- What is fair

### What if I am not satisfied?

If you are dissatisfied with the manner in which your complaint has been handled, you have a right to refer the matter to one of the following external dispute resolution bodies:

#### **Institute of Chartered Accountants in Australia**

1300 137 322

[www.charteredaccountants.com.au](http://www.charteredaccountants.com.au)

#### **Tax Practitioners Board**

1300 362 829

[www.tpb.gov.au](http://www.tpb.gov.au)

#### **CPA Australia**

1300 737 373

[www.cpaaustralia.com.au](http://www.cpaaustralia.com.au)

#### **National Institute of Accountants**

1300 137 322

[www.charteredaccountants.com.au](http://www.charteredaccountants.com.au)

#### **Australian Financial Complaints Authority (AFCA)**

1800 367 287

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

#### **Australian Securities and Investment Commission (ASIC)**

1300 300 630

[www.asic.gov.au](http://www.asic.gov.au)