

Complaints and disputes process

Glenowar Pty Ltd are committed to meeting and exceeding clients' expectations whenever possible and would like to know if your expectations have not been met.

What is a complaint: A complaint is an expression of dissatisfaction in relation to a product or service provided by us or our complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

What should I do if I have a complaint?

If you have a complaint, the first thing you should do is raise any issues that you may have with the member of staff with whom you have been dealing and attempt to resolve any issues with them directly. The members of our team are trained to handle complaints efficiently and fairly.

If your complaint is not satisfactorily resolved within 5 business days, please contact our Complaints Officer on 03 8625 3333 or put your complaint in writing and send it to the Complaints Officer at:

Glenowar Pty Ltd
PO Box 16031
Collins Street West, Victoria, 8001
Or email: dfenton@fentongreen.com.au

Glenowar Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). If your complaint is not resolved to your satisfaction or we do not resolve your complaint within 45 calendar days you have the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA can be contacted at:

Australian Financial Complaints Authority
GPO Box 3, Melbourne, Vic, 3001
Ph: 1800 931 678
Email: info@afca.org.au
Online: www.afca.org.au