



Complaints and Feedback

At Protect, we are committed to providing quality service to our members and take complaints seriously. If something has gone wrong, or you are unhappy with a decision, service, payment, contribution record or the way we have handled your enquiry, please let us know.

We will listen to your concerns and work with you to resolve them fairly, respectfully and as quickly as possible.

How to make a complaint

You can contact us in whichever way is easiest for you:

Phone: 1300 344 249

Email: info@protect.net.au

Mail: Chief Operations Officer
Protect Severance Scheme No. 2 Pty Ltd
PO Box 482
North Melbourne VIC 3051

Website: www.protect.net.au

You do not need to complete a form to make a complaint. However, it helps if you can provide:

- your name and contact details
- a clear description of the issue
- any relevant dates, reference numbers or documents
- the names of any Protect employees you dealt with, if known

Don't worry if you do not have all this information. We will work with the information you can provide and let you know if we need anything else.

What happens next?

Acknowledgment

As soon as possible - usually within one business day.

Review

We will review the information you provide, investigate the issue and possibly contact you if we need more information. We will keep you informed about the progress of your complaint, and you can contact us at any time for an update.

Response

We aim to resolve complaints as quickly as possible, generally within 5 business days. If we cannot resolve your complaint within 30 calendar days we will provide a written response advising you of the reasons for the delay, expected timeframe, and of your right to contact the Australian Financial Complaints Authority (AFCA).

If you are not satisfied

If you are unhappy with our response, the way we have handled your complaint or we have not responded within the required timeframe, you can contact the Australian Financial Complaints Authority (AFCA), an independent and free service to consumers.

Australian Financial Complaints Authority

Phone: 1800 931 678

Email: info@afca.org.au

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Website: www.afca.org.au

Protect AFCA membership number: 124945

Do you need help?

Please tell us if you need help making your complaint or communicating with us. We will do our best to make the process accessible and provide appropriate assistance.

You can also ask someone you trust to make and manage a complaint for you. Including a family member or friend, a union representative, your employer, a financial adviser or legal representative.

We will need to confirm that you have authorised the person before we discuss your personal information or complaint with them.

Making a complaint will not affect your membership or how we provide services to you.