

## Complaint Resolution Guide for Clients

What is a complaint?

‘A complaint is an expression of dissatisfaction made to an organization, related to a product, advice or service offered or provided, or the complaints handling process itself, where a response or resolution is expected.’

At the outset, it is important to appreciate that the nature of the investment markets are uncertain, and over time investments will rise and fall in line with general market movements. Where, as part of a market cycle, an investor expresses concern with the decline in the value of their asset, we at Barnett Lilley & Associates Pty Ltd *will not* consider this to be a formal complaint.

Barnett Lilley & Associates Pty Ltd has a Dispute Resolution process in place to deal with complaints as soon as possible. A copy of the process is available if required.

If you have a complaint please contact us by:

- Completing a ‘Complaint Form’ - see below
- Forward the ‘Complaint Form’ and any relevant documents to PO Box 343 Hall ACT 2612 or email – [clients@blapl.com.au](mailto:clients@blapl.com.au)

On receipt of a formal complaint an acknowledgment will be issued by either post or email.

Complaints will be fully investigated and a written response will be provided to the complainant within 7 days. If the investigation takes longer than 7 days the complainant will be provided with an update and expected timeframe for completion.

If we have not resolved your complaint to your satisfaction, you may wish to contact an independent complaint resolution body. Barnett Lilley & Associates Pty Ltd is a member of the Financial Ombudsman Service (FOS) and their contact details are:

GPO Box 3  
Melbourne VIC 3001  
Telephone 1300 780808  
Fax (03) 9613 6399  
Email: [infor@fos.org.au](mailto:infor@fos.org.au)  
[www.fos.org.au](http://www.fos.org.au)

**BARNETT LILLEY & ASSOCIATES PTY LTD**

**COMPLAINT FORM**

**1 Details of Complainant**

**Name**

**Address**

**Town/Post Code**

**Phone/Mobile No**

**Fax No**

**E-Mail**

**Details of person acting on behalf of complainant (if applicable)**

**Person to be contacted (if different from above)**

**2 Details of complaint or problem encountered**

**3 Remedy requested**

**4 Signature & Date**

Signature

Date

**Attachments**

List of attached documents