

Complaints process

At Suncoast Mortgages, we always work hard to build strong and lasting relationships with our valued customers. Your feedback is highly important to us, as it helps us to continually improve our service. We always aim to address any immediate concerns you may have in a prompt and friendly manner.

If for any reason, you do not feel that you have received the highest standard of care, we encourage you to share this with us. We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by email: admin@suncoastmortgages.com.au

or call us on 0415 231 853.

Please make sure to provide as much detail as possible about your complaint.

Need an update on your complaint?

If you have lodged an email complaint with us and would like an update on its status, please send an email using the existing email stream. If you can't locate the original email, please be sure to reference your earlier communication so that we can respond effectively.

Resolution

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 5 days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event that we are still investigating your complaint after 45 days, we will write to you to explain why and to let you know when we expect to have completed our investigation.

When we have completed our investigation we will write to let you know the outcome and the reasons for our decision.

Taking it further

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by an independent party, the Australian Financial Complaints Authority (AFCA).

You can contact AFCA at:

1800 931 678 (local call cost)

Australian Financial Complaints Authority

GPO Box 3

Melbourne, VIC 3001

www.afca.org.au