

# **Bendigo Financial Planning**

Resolving Complaints  
Dated 1 July, 2006

## **Resolving complaints**

Bendigo Financial Planning provides a complete range of financial planning advice and services including superannuation and investments. We pride ourselves on providing personal, friendly and individual service to investors, however if you have a concern regarding any issue associated with our Company, we want to know so that a successful resolution to the problem can be achieved.

There are three ways you can tell us about the issue prompting your complaint:

- phone our office on (03) 8414 7982;
- write to or visit our principal place of business at:  
Bendigo Financial Planning,  
Level 5, 120 Harbour Esplanade,  
Docklands, VIC 3008; or
- fax our office on (03) 8414 7242.

## **Our handling of your complaint**

If you advise Bendigo Financial Planning of a complaint in relation to its products or services, Bendigo Financial Planning will:

- acknowledge the complaint promptly;
- ensure the complaint receives proper consideration by a person designated by Bendigo Financial Planning to handle complaints;
- address the complaint by endeavouring to correct any error which is capable of being corrected; and
- communicate to the customer as soon as possible the outcome, remedy or action taken in relation to the complaint.

## **Further help is available**

If you are not satisfied with the handling of your complaint by Bendigo Investment Services, or with the outcome of our investigation, you may wish to contact the external dispute resolution scheme.

Financial Industry Complaints Limited

PO Box 579

Collins Street West

Melbourne, VIC 8007

Telephone: 1300 780 808

