

## Customer Complaint Form

At Roderick Insurance Brokers we are committed to resolving all complaints in a fair and timely manner. If you have complaint about something to do with our business please follow the steps below & we will be in contact to resolve your issue in due course.

### What to do if you have a complaint.

1. Contact us and tell us about your complaint by completing the form below or contacting our Complaints Officer on 03 5226 5999. We will do our best to resolve your matter quickly & fairly within 20 business days.
2. If your complaint cannot be resolved to your satisfaction by us you have right to refer the matter to an external complaints handling resolution body:-
  - with the Australian Financial Complaints Authority  
 Online: [www.afca.org.au](http://www.afca.org.au)  
 Email: [info@afca.org.au](mailto:info@afca.org.au)  
 Phone: 1800 931 678  
 Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3000

COMPLAINT DETAILS	
<b>Date</b>	/ /
<b>Name:</b>	
<b>Contact Details:</b>	Ph: (w) <input type="text"/> Ph: (h) <input type="text"/>
	Mobile: <input type="text"/>
	Email: <input type="text"/>
<b>Company Name: (if applicable)</b>	<input type="text"/>
<b>Policy Number:</b>	<input type="text"/>
<b>Type of Policy:</b>	<input type="text"/>
<b>Nature of Complaint:</b>	<input type="checkbox"/> Documentation <input type="checkbox"/> Insurance Coverage <input type="checkbox"/> Advice <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Claims Handling <input type="checkbox"/> Contact / Support
<b>Details of the Complaint:</b>	<input type="text"/>
<b>How could we resolve this complaint to your satisfaction?</b>	<input type="text"/>