

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 Financial Ombudsman Service Australia if **lodged before 1 November 2018**:
 Online: www.fos.org.au
 Email: info@fos.org.au
 Phone: 1800 367 287
 Mail: Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001; or
 - with the Australian Financial Complaints Authority if **lodged on or after 1 November 2018**:
 Online: www.afca.org.au
 Email: info@afca.org.au
 Phone: 1800 931 678
 Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3000

COMPLAINT DETAILS	
Date	/ /
Name:	
Contact Details:	Ph: (w) Ph: (h)
	Mobile:
	Email:
Company Name: (if applicable)	
Policy Number:	
Type of Policy:	
Nature of Complaint:	<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
Details of the Complaint:	
How could we resolve this complaint to your satisfaction?	