

Complaints Resolution

We are committed to providing clients whose personal information we held, a fair and responsible system for the handling of their complaints. Our complaints handling procedures can be found in our Financial Services Guide. Should you have a complaint, please direct all concerns to our CEO.

Jenny Brown
P O Box 7441
Melbourne VIC 3004
T: (03) 8677 0688
@: strategies@jbsfinancial.com.au

We will acknowledge your complaint within 24 hours of receipt if practicable to and we will try and resolve your complaint quickly and fairly.

If you need additional assistance to lodge a complaint, please use any of the above methods to contact us and we can engage accessibility services such as interpreters if required or we can assist you.

If the complaint can't be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority ('AFCA'). JBS Financial Strategists Pty Ltd is a member of AFCA. AFCA can be contacted on:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
info@afca.org.au
1800 931 678

Where we need more time (for example due to complexity or difficulties investigating your complaint), we will write to you to let you know that we need more time, the reasons why and that you have the right to refer the matter to the AFCA if you are dissatisfied.

If at any time you have any complaints in relation to privacy, please contact our privacy officer. We will seek to address any concerns you have through our complaints handling processes, but if you wish to take matters further you may refer your concerns to the Office of the Federal Privacy Commissioner.