



Making a Complaint

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us on 07 3667 7260, send us an email to info@oxlade.com.au or put your complaint in writing to our office. You can direct your complaint to your financial adviser or to the Managing Director.

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 24 hours. We will then explain our process to resolve your complaint and tell you who will handle your complaint.

If you are not satisfied with our response after 30 days, you can lodge your complaint with the Australian Financial Complaints Authority. You can contact AFCA on [1800 931 678](tel:1800931678) or via their website www.afca.org.au. AFCA provides fair and independent financial services complaint resolution which is free to consumers.