



Baron Financial Planning

ABN: 28 237 106 574

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Phone: 1300 859 454
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COMPLAINTS HANDLING POLICY

Making a Complaint

We will do our utmost to provide you with the best possible advice and service at all times. This is what we strive for. However, should you be dissatisfied with our services, then we would strongly encourage you to contact the Principal Doris Baron in writing via email: bfis@bigpond.com or via the main number 1300 859 454.

It is our sincere intention to resolve any complaint immediately. Where this is not be possible, we will acknowledge your complaint within 48 hours. We will then advise on how we will proceed with the complaint and what actions will be undertaken to resolve the complaint.

If our response after 30 days does not meet with your satisfaction, you can lodge your complaint with the Australian Financial Complaints Authority (AFCA). You can contact AFCA On 1800 931 678 or via their website 222.afca.org.au. AFCA provides a fair and independent financial services complaint resolution which is at no cost to consumers.