



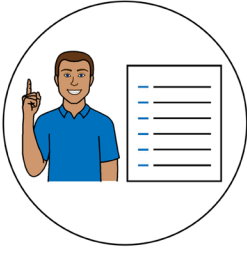
How you can make a complaint

Bank Australia



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



We will write contact information at the end of this book.

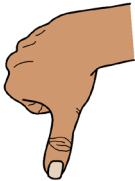
About this book



This book is from Bank Australia.



This book is about how you can make a **complaint** to us.

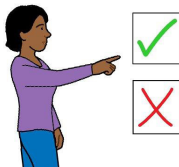


A complaint is when you tell us

- that you are **not** happy about Bank Australia



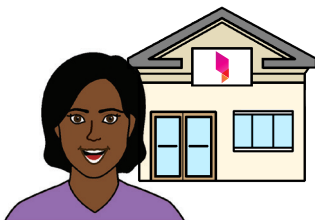
- why you are **not** happy



- what you want us to change.



We will listen to everyone.



We want you to be happy with our service.

Do you have a complaint?



We want to know what you think so we can make things better.



Your complaint can be about

- our staff



- our service



- a decision we made



- something else at Bank Australia.

What we need from you

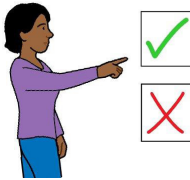


In your complaint you need to tell us

- your name



- what has happened



- what you want to happen next



- how we can contact you.



You can also share documents with us about what has happened.

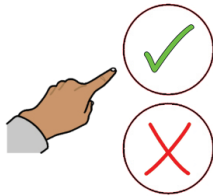
For example, emails.

What we will do



When you make a complaint we will

- listen to you
- work with you to understand the problem
- try to fix what you are **not** happy about.



Sometimes the only thing we can do is say sorry.

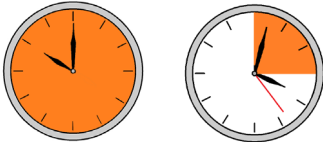


We will work with you to find a fair outcome.

How long it will take



We will try to fix what you are **not** happy about in 5 work days.



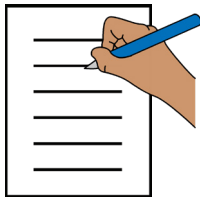
Sometimes we need more time.



Then we will try to find an outcome in 30 work days.



If we need more time we will write to you.

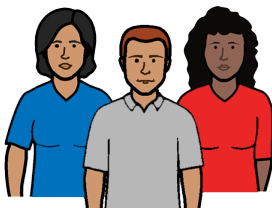


We will say in writing

- why we need more time



- what we will do next



- who else can help.

If we need more time we will also tell you
in writing

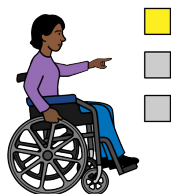


- who in our team works on your complaint



- how you can contact this team member.

How you can make a complaint



You can make a complaint in different ways.

Online



You can fill out a form on our website.

bankaust.com.au/support/complaints-and-disputes

By phone



If you are in Australia



Call 132 888

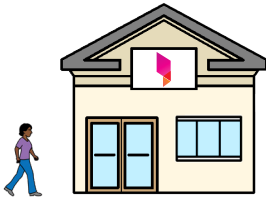


If you are in another country



Call +61 3 9854 4666

In person



You can visit a Bank Australia branch to talk to us in person.



Go to our website to find a branch near you.

bankaust.com.au/support/branches

By message



You can send us an email

- in the Bank Australia phone app



- on our internet banking website.

bankaust.com.au/support/internet-banking

On social media



You can contact us on social media if you have a complaint.

For example, Facebook.

By post



Send a letter to our Resolution Team.

Resolution Team

Locked bag 2035

Collingwood VIC 3066

Who can help you?



You can ask someone you trust to help you make a complaint.



Someone you trust can be

- a family member



- a friend



- a **financial counsellor**
 - a financial counsellor is a person who can help you with your money



- an **attorney**
 - an attorney is a person who can manage your money for you



- an **advocate**
 - an advocate can help you say what you want and get your rights.

If you do not speak English

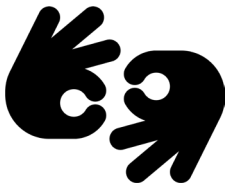


We can find an **interpreter** for you.



An interpreter is a person who

- speaks your language
- can help you make the complaint in English.



We have interpreters who know Auslan.



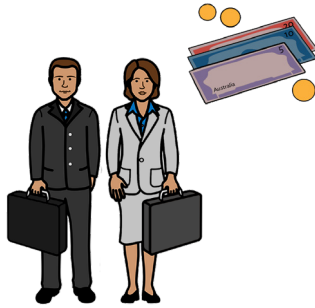
You can also contact the free Translating and Interpreting Service or TIS for help with English.



Call 131 450

Tell the TIS officer to call us on 132 888

If you are not happy in the end



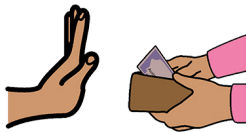
You can tell the **Australian Financial Complaints Authority** or AFCA.

The Australian Financial Complaints Authority

- helps with complaints to a bank



- is **not** part of Bank Australia



- is a free service.



You can make a complaint about us online.

afca.org.au/make-a-complaint



You can also make a complaint on the phone.

Call 1800 931 678



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660

Give the relay officer the phone number you want to call.



Website <https://bit.ly/nrs-helpdesk>

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Bank Australia

