

# Your Feedback Matters

At State Trustees, we're committed to finding out what matters to you. We'd like to know how you felt about your experience with us.

## Providing feedback

At State Trustees, we take our responsibility for managing your financial and legal affairs seriously. We take the time to listen and understand, so we can provide the best service to meet your wishes. However, we understand that sometimes we may not meet your expectations, and when this happens, we would like the opportunity to put things right.

Please direct all feedback to the Client Feedback Team. The team is responsible for ensuring that all feedback and client complaints are investigated in an independent and timely manner.

We are committed to responding to you in a timely manner; however, some complaints can be complex and may take us up to 28 business days to investigate and respond. We will investigate for you as quickly as possible and will keep you informed of our progress.

### The Client Feedback Team complaints process is as follows:



### Contacting the Client Feedback Team

**Mail:** 1 McNab Ave, Footscray, Victoria 3011

**Phone:** 03 9667 6200 **Email:** [clientfeedback@statetrustees.com.au](mailto:clientfeedback@statetrustees.com.au)

## External Dispute Resolution Services

If you believe your complaint has not been satisfactorily dealt with, or if it has not been resolved within 28 business days, there are alternative dispute resolution processes available to you.

Some of these include:

### Victorian Civil and Administrative Tribunal

If your complaint relates to a matter dealt with by the Guardianship List of the Victorian Civil and Administrative Tribunal (VCAT), such as actions taken under an administration order or an enduring power of attorney. You can contact:

#### VCAT Guardianship List

**Phone:** 1300 018 228

### The Victorian Ombudsman

State Trustees is subject to the Ombudsman Act 1973 (Vic). If you are not satisfied that your concern has been resolved, you can ask the Ombudsman to investigate further. You can contact:

#### The Victorian Ombudsman

**Mail:** Level 2, 570 Bourke Street,  
Melbourne, VIC 3000

**Phone:** 1800 806 314

## Australian Financial Complaints Authority

As an Australian Financial Services (AFS) Licensee, State Trustees must have a best practice complaint handling process which is compliant with ASIC Regulatory Guide 165. It must be a member of an approved external dispute resolution scheme; currently the Australian Financial Complaints Authority (AFCA). Note that AFCA's jurisdiction only extends to complaints about the provision of financial services. You can contact:

#### AFCA

**Mail:** GPO Box 3, Melbourne, VIC 3001

**Phone:** 1800 931 678 (free call)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

## Find out more about how State Trustees can help you.

Your wellbeing is important to us. At State Trustees, we believe all Victorians are entitled to have their financial and legal interests protected. To find out more about how we can help you, please contact us.

**Phone:** 03 9667 6444 or 1300 138 672 (outside Melbourne)

**Website:** [www.statetrustees.com.au](http://www.statetrustees.com.au)