

# Resolving complaints



State Trustees  
helps Victorians  
administer their  
finances

For decades,  
we have  
managed the  
finances of  
those who  
need our help.

### **Resolving complaints**

We take our responsibility to our clients' financial and legal affairs seriously. We take the time to listen and understand, so we can provide the best service to meet our client's wishes. However, we understand that sometimes we get things wrong, and when this happens we would like the opportunity to put things right.

If you have a complaint as a result of dealing with State Trustees or would like to suggest ways to improve our customer service or products, please contact us.

You can contact us by telephone, email or in writing. Alternatively, you may wish to contact us to arrange an appointment to discuss your complaint.

To ensure your complaints are resolved quickly please contact the following:

#### **A State Trustees Consultant**

In most cases our consultants can provide you with an immediate answer. Please contact them first and gather all relevant information that may help clarify the situation. If a consultant cannot resolve your complaint immediately, they will investigate the matter and provide you with a response as soon as possible.

#### **The Client Complaints Manager**

In the unlikely event that your complaint remains unresolved, our consultant team will refer the matter onto the Client Complaints Manager, who is responsible for ensuring that all customer complaints are investigated in an independent and timely manner. State Trustees will acknowledge your complaint or feedback promptly upon receipt. We are committed to responding to your written complaints within 7 working days of receipt of your letter, and 3 working days for your verbal complaints.

#### **Contacting State Trustees**

Write to 1 McNab Ave, Footscray, Victoria 3011  
Call 03 9667 6444 or 1300 138 672 (outside Melbourne)

Visit [statetrustees.com.au](http://statetrustees.com.au)

#### **Contacting the Client Complaints Manager**

Write to 1 McNab Ave, Footscray, Victoria 3011  
Call 03 9667 6200  
Email [clientcomplaints@statetrustees.com.au](mailto:clientcomplaints@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 45 days, there are alternative resolution processes available.

For some of State Trustees' services, there are specialist organisations you may wish to contact. Some of these include:

- VCAT Guardianship List

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 powers of attorney, you can contact:

VCAT Guardianship List  
Call 03 9628 9911  
Toll free 1300 079 413

- Ombudsman

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

The Ombudsman Victoria  
Write to Level 2, 570 Bourke Street, Melbourne, Victoria 3000  
Call 03 9613 6222  
Toll free 1800 806 314

- Financial Ombudsman

State Trustees external dispute resolution process includes the Financial Ombudsman Service. You can contact:

Financial Ombudsman Service  
Write to GPO BOX 3, MELBOURNE VIC 3001  
Call 1800 367 287 (Toll Free)  
Fax 03 9613 6399  
Visit [info@fos.org.au](mailto:info@fos.org.au)

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

Your wellbeing is important. 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.

Call 03 9667 6444 or 1300 138 672 (outside Melbourne)

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