



COMPLAINTS POLICY

At BCS Broking, it is our aim to meet all of our Client expectations. We strive to provide a service that is honest, fair, and in the best interest of our clients. We do however, understand that occasionally disputes and complaints do occur.

The following procedure applies to all AFS licensed entities.

If you are not satisfied with a product, service or possible code breach allegation by your broker, please contact our Complaints Officer, Richard Elson. Our Complaints Officer will acknowledge your complaint in writing, and will endeavour to resolve your complaint quickly and fairly, within 20 working days of receipt.

Mr Richard Elson
Complaints Officer
8/145 Eagle Street
BRISBANE QLD 4001
Phone: 07 3905 6553
Email: Richard.elson@bcbroking.com.au

If you remain dissatisfied with how your complaint has been handled, we are a member of the Australian Financial Complaints Authority (AFCA) and you have the right to refer your complaint to them.

You can contact AFCA on 1800 931 678 or via the complaints page on their website; www.afca.org.au