Our Complaints Procedure

Geelong Insurance Brokers subscribe to the Insurance Brokers Code of Practice and are a member of the Australian Financial Complaints Authority (AFCA). Therefore, we are committed to attempt to resolve any issues promptly and fairly in accordance with our Complaints & Disputes Policy.

If you are not satisfied with a product, service, or possible breach by your broker, authorised representative or one of our team:

1. Please contact your Geelong Insurance Brokers representative with whom you are dealing.

2. If your complaint is not satisfactorily resolved or responded to, please contact our Complaints Officer on 03 5229 0061 or put your complaint in writing and send it to:
   Complaints Officer
   Geelong Insurance Brokers
   PO Box 96, Geelong 3220 or 34 Ormond Road, East Geelong 3219
   don@dibvic.com.au

We will attempt to resolve your complaint fairly and quickly. The Complaints Officer will acknowledge your complaint in writing and endeavour to resolve the matter within 30 calendar days of receipt.

3. If an issue has not been resolved to your satisfaction, you may seek further review by:

   a) Contacting the Steadfast Customer Advocacy service. This service provides Steadfast Brokers' clients with a means to obtain support, advice, and assistance regarding customer satisfaction and experience. If you are unhappy with any aspect of the services provided, and no acceptable resolution can be reached, the Steadfast Customer Advocacy service can be accessed.
   E: customeradvocacy@steadfast.com.au
   Or Ph: 02 9495 6500

   b) Contacting the Australian Financial Complaints Authority (AFCA), a free consumer service, to independently assess your complaint. AFCA's contact details are below:

   In writing to: GPO Box 3, Melbourne VIC 3001
   Telephone: 1800 931 678
   Email: info@afca.org.au
   Online: www.afca.org.au