

# Our Complaints Policy

As a member of the National Insurance Brokers Association (NIBA) we subscribe to the Insurance Brokers Code of Practice (the Code). The Code promotes efficiency in transactions by describing standards of good practice and the level of service to be expected from its members. In short, it's our promise to you that we will act in your best interests at all times and be open and honest with you. You can read or download a copy of the code on NIBA's website at [www.niba.com.au/insurance-brokers-code-of-practice](http://www.niba.com.au/insurance-brokers-code-of-practice).

## How we handle your complaint

Occasionally disputes or complaints do occur and when they do we try and resolve them as quickly and easily as possible. If you have any complaints about the service provided you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 24 hours, please contact our Complaints Manager (Darryn Shiels) on telephone number 07 3370 8822 or email us on [darryn.shiels@steadfastnsg.com.au](mailto:darryn.shiels@steadfastnsg.com.au). Alternatively, you can write to us at: Steadfast NSG Insurance Brokers, GPO Box 822, Brisbane QLD 4001. Please mark the envelope 'Notice of Complaint'. We will try and resolve your complaint quickly and fairly.
3. If your complaint timeframe exceeds 5 business days, we will respond to you in writing setting out the circumstances surrounding your complaint and what steps we have taken to try and resolve your complaint. We are required to issue an Internal Dispute Resolution (IDR) letter within 30 calendar days in line with our regulatory requirements.
4. If the complaint is not resolved to your satisfaction, you have the right to refer the matter to the Australian Financial Complaints Authority. They can be contacted on 1800 931 678, in writing at GPO Box 3, Melbourne VIC 3001, via email at [info@afca.org.au](mailto:info@afca.org.au) or via their website at [www.afca.org.au](http://www.afca.org.au)