

Our Complaints Process

We are committed to providing good service to our customers and your views are very important to us.

If something goes wrong, we're determined to make it right again. If you've had an experience that you are not satisfied with, we're here to resolve the issue. Your feedback can also help us to improve our services, even if you don't have a formal complaint.

Making a complaint

Please talk to us! Many complaints can be resolved quickly, so please raise them with us should they occur. Please contact us on (08) 8268 5160 or write to us at either reception@sawealthgroup.com.au or PO Box 6268, Halifax Street SA 5000.



We will promptly acknowledge your complaint within 1 business day and then investigate in accordance with our Internal Dispute Resolution process. Once a determination is made on your complaint you will be notified within 30 days.

If you are not satisfied with our response, you can refer your complaint to our external complaint dispute resolution body:

Our complaint process is free of charge to you. Your complaint does not need to be in writing. If you require any assistance to lodge your complaint, please let us know. You may also choose to authorise a representative to make a complaint on your behalf.

We are bound by the Privacy Act, and we manage and protect your personal information in accordance with the Australian Privacy Principles.

Australian Financial Complaints Authority (AFCA)

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001