



# Complaints Guide

**Integrated Execution Services Pty Ltd:**

ACN 083 142 438 AFSL# 405897

**Integrated Portfolio Solutions Pty Ltd:**

ACN 134352828 Corporate Authorised Representative # 000412557

## About the document

At Integrated, we welcome your feedback and complaints, and view them as a way of improving our offering and our customer service.

If you ever feel that 'something isn't right', or are displeased with something we have done, or not done, please let us know so that we can take the opportunity to make things right.

Integrated Portfolio Solutions Pty Ltd (IPS) is a Corporate Authorised Representative of Integrated Execution Services Pty Ltd (IES) and together are referred to as 'Integrated', 'we' or 'us'.

In the event that you are dissatisfied with our service, this document outlines how Integrated will deal with your complaint.

## Complaints can be made via the following methods

*email* : [complaints@integratedportfoliosolutions.com.au](mailto:complaints@integratedportfoliosolutions.com.au)

*telephone* : 1300 764 829

*Mail*: The Complaints Officer, Integrated, Level 8, 1 Castlereagh St, Sydney, 2000

## Internal complaints resolution process

We have in place internal complaint handling procedures that are Australian Standard AS ISO 10002 – 2006 compliant and IES is a member of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. We will respond to all complaints in a fair, timely and confidential fashion.

If we cannot resolve your complaint on the spot, we try to resolve it as quickly as possible. All complaints are expected to be acknowledged within 24 hours (or one business day) of receipt, or as soon as practicable. We will also advise in this acknowledgement, via e-mail or text, if we believe that your complaint will not be resolved within 24 hours (or one business day). Whilst we have 30 calendar days to resolve your complaint, we will aim to resolve it as quickly as possible.

## External Complaints Resolution Procedures

If you are not happy with the outcome of the complaint or the timeframe to resolve it, you can escalate your complaints to the Australian Financial Complaints Authority (AFCA) where Integrated Execution Services is a member (AFCA Member # 109334).

You can contact AFCA through [this link. or by using the details below:](#)

Australian Financial Complaints Authority Limited

*Mail:* GPO Box 3, Melbourne, VIC 3001

*Phone:* 1800 931 678

*Fax:* (03) 9613 6399

*Email:* [info@afca.org.au](mailto:info@afca.org.au)

*Website:* <https://www.afca.org.au/>