



# Gold Strata

## Complaints

At Goldweather Solutions Pty Ltd, 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 procedures 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, Clare Somerville. 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.

### To contact our Complaints Officer

**Name:** Clare Somerville

**Phone:** 07 3667 8230

**Email:** [admin@siriusinsurance.com.au](mailto:admin@siriusinsurance.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](http://www.afca.org.au)