

The logo for Arrow, featuring the word "Arrow" in a white, serif font. The letter "o" is replaced by a stylized arrow pointing to the right.

Arrow

Complaints Policy

01 October 2021

Complaints Policy

We are your first point of call if you would like to make a complaint. If you would like to make a complaint in relation to your investment in any of our retail investment products, or in relation to financial services we have provided, you can make the complaint in person, by telephone, letter or email. We will provide assistance to you if necessary. Depending on the nature of your complaint, we may ask you to submit your complaint in writing to ensure we fully address your areas of concern. Our contact details are:

Telephone	+61 (0)3 9691 5447
Email Address	enquiries@arrowfunds.com.au
Postal Address	Level 25, 360 Collins Street, Melbourne 3000
Visit	Level 25, 360 Collins Street, Melbourne 3000

Our Steps

Upon receipt of your complaint, we will:

- Aim to provide a written acknowledgement within 1 business day, or otherwise as soon as practicable,
- Consult with the relevant staff, having regard to the nature and complexity of the complaint,
- Investigate the complaint and make reasonable enquiries to resolve the complaint,
- Keep you updated of the progress of the complaint,
- Attempt to resolve the complaint in an expeditious manner with fair and genuine consideration,
- Prepare and give you a written final response within 30 days of receiving the complaint, or if we are unable to provide a final response within 30 days, provide you with:
 - the reason for the delay,
 - information about your right to complain to the Australian Financial Complaints Authority (**AFCA**), and
 - AFCA's contact details.
- If your complaint has been resolved within 5 days of receiving the complaint, we will not provide a written final response unless you request one.
- Keep a record of the complaint; and
- Handle your complaint and personal information in accordance with our Privacy Policy.

Escalating Complaints

If you have a complaint, the first step is to contact us. You may be able to escalate your complaint to AFCA.

Postal Address	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001
Telephone (Australia)	1800 931 678
Facsimile	(03) 9613 6399
Email	info@afca.org.au
Website	afca.org.au