

DISPUTES OR COMPLAINTS

WHAT TO DO IF YOU HAVE A DISPUTE OR COMPLAINT?

We are committed to providing our customers with the best possible service. If at any time we have not met our obligations – or you have a complaint about any of our services – please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

HOW TO MAKE A COMPLAINT AND THE COMPLAINTS PROCESS?

If you have a complaint, we request you follow these steps:

1. In the first instance, please contact your credit assistance provider.
2. If your complaint has not been resolved to your satisfaction within 5 business days, please contact our Complaints Area as detailed below:

Telephone: 03 9320 1082 or 1800 763 486 (toll free) Monday to Friday 9am to 5pm (AEST)

Email: resolutions@BLSSA.com.au

Mail: BLSSA Advice Complaints, Level 15, 360 Elizabeth Street, Melbourne VIC 3000

3. We may ask for additional information and request you to put your complaint in writing to ensure your issue is properly investigated.
4. In cases where your complaint will take longer than 30 days to resolve, we will notify you in writing.

If you are having difficulties managing your debts, you can seek free assistance from the National Debt Helpline on 1800 007 007 or via the website ndh.org.au.