



Complaints Policy

We are committed to providing quality service and advice to our clients. This commitment extends to providing an accessible complaint resolution mechanism.

If you have a complaint about Ten Tigers Grain Marketing Pty Ltd, its advisory personnel, staff, products or services contact your adviser or Ten Tigers Grain Marketing Pty Ltd to lodge your complaint. You may lodge a complaint online, by email, by phone or in person.

Ten Tigers Grain Marketing Pty Ltd
U7 273 Foreshore Drive
Geraldton WA 6530
www.tentigers.com.au
admin@tentigers.com.au
08 9964 9905

Ten Tigers Grain Marketing Pty Ltd is available to assist complainants who might need additional assistance to lodge a complaint. If you require assistance lodging your complaint, contact your adviser or Ten Tigers Grain Marketing Pty Ltd.

Ten Tigers Grain Marketing Pty Ltd will acknowledge your complaint promptly, and within 24 hours of receipt where possible. We will try to resolve your complaint quickly and fairly.

Ten Tigers Grain Marketing Pty Ltd will take the following steps to address your complaint:

1. We will try to resolve the complaint immediately.
2. If this is not possible, we will assess the particulars and investigate the complaint.
3. If the complaint is not satisfactorily resolved within 5 days, we will continue to assess and investigate the complaint.
4. We will provide a final response to you in writing no later than 30 calendar days after the complaint is received by us.
5. If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority (AFCA) on 1800 931 678. Ten Tigers Grain Marketing Pty Ltd is a member of AFCA.