

# Complaints

We are here to help you get the best outcome. When submitting a complaint, please provide any details or documents that will help us to better understand the problem and let us know how you'd like your complaint to be resolved.

**Phone:**

Contact our Compliance Team  
**07 4042 4041** or **0427 175 548**

**Email:**

[admin@simonsrentals.com.au](mailto:admin@simonsrentals.com.au)

## We'll do our best to resolve your complaint

First, we'll acknowledge your complaint and explain how we'll work with you to resolve it. We will endeavour to resolve your complaint by the end of the business day after the complaint is received.

We will be focused on resolving this issue for you whilst also providing the appropriate teams with real-time feedback to help ensure the same issue doesn't occur for other customers.

## External options

If you're not happy with how we've resolved your complaint, you can refer your complaint to the Australian Financial Complaints Authority (AFCA).

## Contact the Australian Financial Complaints Authority (AFCA)

AFCA provides an independent financial services complaint resolution that is free for consumers. Before AFCA can investigate your complaint, they ask you to contact us first to see if we can address your complaint to your satisfaction. If your issue has not been resolved, you can lodge a complaint with AFCA.

**Online:**

[www.afca.org.au](http://www.afca.org.au)

**Email:**

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

**Phone:**

1800 931 678

**Mail:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001