



STARA INVESTMENT MANAGEMENT LIMITED

ACN 653 962 871

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*Complaints Policy*



## Complaints Policy

**Stara Investment Management Limited ACN 653 962 871 (Stara)**

**AFS licence number 535500**

Stara is committed to striving for excellence in relation to its products and services and wants to ensure that it responds to concerns as quickly and efficiently as possible. Despite our best endeavours, we realise that complaints will occur from time to time and, to this end, we have in place comprehensive internal and external complaints resolution processes to ensure they are resolved with minimum inconvenience.

If you have a complaint about a product or service offered by Stara, please contact us on +61 7 3155 7000. If you are not satisfied with the response you receive, you may write to us as follows:

Post: Level 7, The Annex, 12 Creek Street, Brisbane

Email: [enquire@stara.net.au](mailto:enquire@stara.net.au)

Phone: +61 7 3155 7000

To assist you in making a complaint, a Complaint Form is available <https://stara.net.au/complaint-form>. It is not necessary for this form to be used to make a complaint.

Please provide the detail and reason for your complaint and we will endeavour to acknowledge your complaint within one business day or as soon as practicable, and will attempt to resolve the matter and respond within five business days of receipt. A final response may take up to 30 calendar days, depending on the particular circumstances of the complaint.

If we are unable to provide a final response within this period because of complex circumstances of your complaint or due to circumstances beyond our control that are causing delays, we will advise you in writing within 30 calendar days of receiving your complaint to inform you—

- (a) the status of your complaint
- (b) the reasons for the delay
- (c) that you can complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied, and
- (d) provide you with the contact details for the Australian Financial Complaints Authority (AFCA)

If your complaint relates to a financial product or financial service offered by Stara, and the issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. AFCA is an external dispute

resolution scheme that provides fair and independent financial services complaint resolution that is free to consumers. Stara is a member of AFCA (Member Number 88788).

AFCA's details are as follows:

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

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

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Please note that a complaint must first be submitted to us to give us an opportunity to review it before it can be referred to AFCA.