Complaints Policy

Our Commitment

Maven Capital Pty Ltd is committed to providing quality financial services and maintaining high standards of client care. If you are dissatisfied with any aspect of our products, services, representatives or staff, we encourage you to tell us so that we can work with you to resolve the issue promptly, fairly and efficiently.

How to Make a Complaint

You can lodge a complaint with Maven Capital using any of the following methods:

Mail:
Maven Capital Pty Ltd
PO Box 438
Varsity Lakes QLD 4227

Email:
compliance@mavencapital.com.au

Phone: 07 5507 7721

In Person: By contacting your adviser or Maven Capital

If you require assistance to make a complaint, including the use of a representative, support person, interpreter or translator, please let us know and we will take reasonable steps to assist you.

Upon receiving your complaint, we will:

1. Acknowledge receipt of your complaint as soon as practicable, generally within one business day.
2. Assess and investigate the circumstances of your complaint.
3. Attempt to resolve the complaint as quickly and fairly as possible.
4. Keep you informed if there are any delays in the investigation process.
5. Provide you with a written response outlining the outcome of our investigation and any actions taken.

Where your complaint cannot be resolved immediately, Maven Capital will provide a final written response within 30 calendar days of receiving your complaint, unless a different timeframe is permitted by law.
If you are not satisfied with our response, or if we do not provide a response within the required timeframe, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an independent external dispute resolution scheme that provides fair and free dispute resolution services to consumers.

Australian Financial Complaints Authority (AFCA)
Phone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au
Mail: GPO Box 3, Melbourne VIC 3001

Maven Capital Pty Ltd is a member of AFCA and is bound by its determinations.