

## **DISPUTE RESOLUTION**

### **General Code of Practice**

At Fitton Insurance we take our responsibility to you seriously. We comply with all the Financial Services requirements and adhere to the Insurance Code of Practice.

The Insurance Code of Practice sets out the standards of good practice that brokers and insurers must provide to their clients and to a level of service that clients should expect.

The General Insurance Code of Practice can be downloaded from the following website:

[www.codeofpractice.com.au](http://www.codeofpractice.com.au)

### **Complaints**

At Fitton Insurance we take pride in the work we do for our clients and endeavour to ensure that no one has cause for complaints.

However, if you have a complaint about us, the first step is to contact our Complaints Manager, Joanna Noonan. We have an internal complaints procedure and will try and resolve your complaint quickly and fairly.

Jo Noonan Ph: 07 4638 4233 FAX: 07 4638 3369 EMAIL: [jo@fitton.com.au](mailto:jo@fitton.com.au)  
We will review your complaint within 7 working days and provide with an outcome in writing and advise you of the next steps.

If you are not satisfied with our complaint handling process, you may contact the Financial Ombudsman Service (FOS), who is an external dispute resolution body.

The FOS can be contacted on PH: 1300 780 808, FAX 03 9613 6399.

The FOS office is located at: Level 5, 31 Queen Street, Melbourne VIC 3000

Website: [www.fos.org.au](http://www.fos.org.au)