



## How to make a complaint

Westpac



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone you trust to help you

- read this book
  
- know what this book is about
  
- find more information.



## About this book



This book is from Westpac.



We are a bank.



This book is about how to make a **complaint**.



A complaint is when you

- are **not** happy

and



- ask us to fix something.



We want to do a good job.

## Tell us what you think



Tell us if you are **not** happy with

- your account



- how our staff treated you



- something else.



When you make a complaint we will

- try to help you quickly



- be kind and fair



- tell you how long it will take to fix the problem.

## How to make a complaint



You can tell us about your complaint in different ways.



You can call us.

132 032



You can go to a bank branch.



You can go to our website.

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



Search for **feedback and complaints**.



You can use the Westpac Mobile Banking App.



You can write to us.



Post your complaint.

Westpac Customer Solutions

Reply Paid 5262

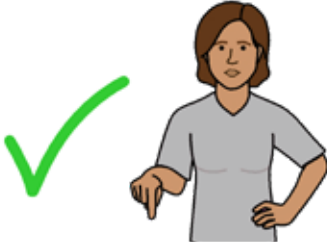
Sydney NSW 2001



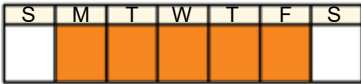
Email your complaint

[westpaccustomersolutions@westpac.com.au](mailto:westpaccustomersolutions@westpac.com.au)

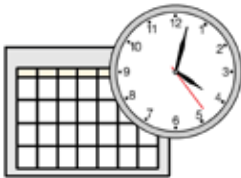
## What we will do



We will try to fix the problem straight away.



If we **cannot** fix the problem straight away we will try to fix it in 5 business days.



We will tell you if we need more time.



We will give you reasons for our decision about your complaint.



If we **cannot** fix the problem we will

- tell you why

and

- see what we can do to help you.

## Help to make a complaint



You can get help to make a complaint.



You can ask someone you trust to help you.

For example, family or a friend.



You can ask a **financial counsellor** to help you.



A financial counsellor knows how to help you if you have problems with your money.



You can ask a **lawyer** to help you.



A lawyer helps people with questions or problems with the law.



You might need to pay to talk to a lawyer.





You can use an **interpreter**.

An interpreter gives your message from one language to another.

For example

- English to Auslan

or

- English to Chinese or Spanish.



If you do **not** speak English you can call us and ask for an interpreter.

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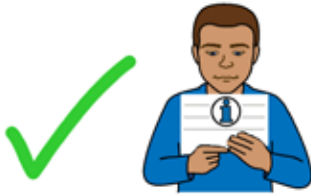


If you need help to speak or listen use the National Relay Service to contact us.

Call 1800 555 660

Website

[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)



We can help you with information that is **accessible**.



Accessible means

- you can get the information in different ways

and



- everyone can understand the information.



Call us to ask about our accessible information.

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To find accessible information go to our website.

[www.westpac.com.au/web-accessibility](http://www.westpac.com.au/web-accessibility)

## If you are still not happy



If you make a complaint and are still **not** happy you can talk to the Australian Financial Complaints Authority.



Call 1800 931 678



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



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

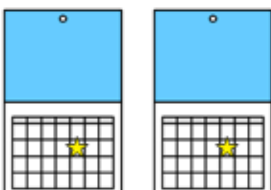


The Australian Financial Complaints Authority is

- **not** part of Westpac

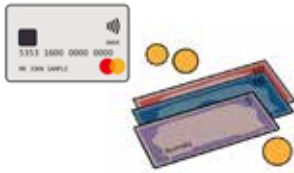


- a free service.



You have up to 2 years to talk to the Australian Financial Complaints Authority about a complaint.

## Other ways we can help



You can talk to us if you need help managing your

- money

or



- bills.



Call us to ask about ways we can help you.

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You can go to our website to find more information.

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



Search for **extra care**.

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