

# Complaints and Disputes

At Steadfast IRS Pty Ltd we are committed to the fair, transparent and timely resolution of complaints and disputes. We have a detailed internal complaints and dispute resolution process. Should you have a complaint or a dispute about our services, please contact our Complaints Officer on the details below and we will do our best to resolve the matter quickly.

Address:

**Head Office** Level 6, Building B, Century Estate  
58 Norwest Boulevard Norwest, NSW 2153

Mailing address: PO Box 7893 Norwest BC 2153

Telephone: 02 9034 5555

Facsimile: 02 8072 2169

Email: [complaints@steadfast-irs.com.au](mailto:complaints@steadfast-irs.com.au)

Website: [www.steadfast-irs.com.au](http://www.steadfast-irs.com.au)

As part of our commitment we are also a member of the Financial Ombudsman Service (FOS) Australia a dispute resolution service which is accessible to clients free of charge in the event that you believe a complaint or dispute has not been satisfactorily dealt with by us. If your complaint or dispute cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to FOS. They may be contacted at:

Street Address: Financial Ombudsman Service Limited  
Level 12, 717 Bourke Street, Docklands 3008

Mailing address: GPO Box 3, Melbourne, VIC 3001

Phone: 1800 367 287

Fax: 03 9613 6399

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

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

We also subscribe to the National Insurance Brokers Association Code of Conduct and the Insurance Brokers Code of Practice, the Codes set minimum service standards that you may expect from us.

You may obtain a copy of the Insurance Brokers Code of Practice from the link on our website.