

# Video transcript – How we manage your complaint at Bankwest: video with Auslan interpreter

**[VO – Voice Over]** How to make a complaint

At Bankwest if you're unhappy about something, we want you to let us know.

By making a complaint, you can tell us when we don't meet your expectations as a customer.

This helps us ensure that when things go wrong we can make it right – quickly and fairly!

It's easy to make a complaint online, on your phone, by visiting one of our branches or writing to us.

**[Description]** On screen postal address

Bankwest  
Customer Care  
PO Box E237  
Perth WA 6841

**[VO – Voice Over]** There's no need to use a stamp – we'll cover the postage.

When you make a complaint, we'll give you a reference number and the name and contact details of the person who will help you.

We promise to listen so we can understand how you've been affected and make things right if we've done something wrong.

We'll give you regular updates about how we will try to fix the problem and will work with you to find a fair outcome.

And if we can't solve your complaint within 30 days, or 21 days if your complaint is about credit default or hardship we'll tell you why.

Sometimes it might be because we need more information.

Perhaps a written email or letter about the problem, details of phone calls you've had or who you first spoke to about the issue.

We'll do everything we can to help but if you're not happy with the outcome, you can talk to the Australian Financial Complaints Authority.

**[Description]** On screen contact details

Australian Financial Complaints Authority

Call 1800 931 678

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

website [afca.org.au](http://afca.org.au)

**[VO – Voice Over]** They help with financial services complaints, are not part of Bankwest and their service is free to use.

By telling us when you're unhappy, it helps us build better customer relationships, improve our products and services to build a brighter future for all.

Visit [www.bankwest.com.au/help/registering-complaints](http://www.bankwest.com.au/help/registering-complaints).