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Godfrey Pembroke

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Complaints

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let your financial adviser know in the first instance. You can also raise your complaint at any time by contacting us at:

Godfrey Pembroke Group Financial Advice Complaints
PO Box 583, Carlton North VIC 3054 or Level 2, 26 Brisbane Avenue, Barton ACT 2600
Phone: 1300 856 286
Email: service@godfreypembroke.com.au

2. If your complaint isn't resolved within 30 days or to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA):

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

ASIC Reference Checking Protocol Contact Details

Please email all ASIC Reference Checking requests to our mailbox

service@godfreypembroke.com.au