



EXTERNAL COMPLAINTS

The Financial Counsellors' Association of Queensland (FCAQ) is the peak body for Financial Counsellors in Queensland and is a member based organisation. The objects of the Association are:

- a) Identify the financial issues of consumers in the community and develop strategies for assistance;
- b) Establish Financial Counselling as a skilled occupation by:
 - i. Establishing, setting standards of service and training and monitoring accreditation levels of Financial Counsellors;
 - ii. Promoting the study, training and on-going professional development of Financial Counsellors and
 - iii. Promoting financial counselling generally within the community, including establish standards of training and expertise for Financial Counsellors;
- c) Lobby for the provision of adequate and autonomously funded financial counselling services;
- d) Facilitate, liaise and coordinate between various organisations involved in providing Financial Counselling Services to ensure the consistency of service standards between the various organisations;
- e) Develop and maintain standards of service which are consistent with the policies as laid down by the Association;
- f) Provide guidance to Members and representation of the Association with regards to professional standards, ethical obligations and minimum service standards;
- g) Provide a focus and stimulus for change in the areas of consumer law, policy and education;
- h) Encourage a philosophy of financial counselling practice by:
 - i. Enabling clients to gain social and economic control of their lives;
 - ii. Providing information and advice which is independent of any economics consideration of the agency or worker; and

- iii. Developing consumer advocacy as an integral component of case management.

The FCAQ is not a regulatory body and therefore will deal with complaints about individual members by:

- a) Advice to the complainant of the objects of the Association;
- b) Direct the complainant to the member against whom they have a complaint in the first instance;
- c) Direct the complainant to the employing organisation of the member;
- d) Advise the complainant to obtain a copy of the grievance policy of the employing organisation;
- e) Publish the FCAQ Complaints policy on the public section of the FCAQ website;
- f) Provide a copy of the FCAQ Complaints policy to the complainant either by email or by post.

The FCAQ will not respond to complaints about organisations which employ members as it is a member organisation. Any complaints of that nature will be directed to the organisation in question and the FCAQ will have no further dealings with the complainant. A copy of the FCAQ Complaints policy will be provided to the complainant either by email or post.