



A quicker way for law firms to get paid

Payment Plans - Complaints Process

How to make a complaint

If you are unsatisfied with any service provided by Rapid Payment Plans, you can lodge a complaint:

Via email: support@rapidpay.com.au

Over the phone: 1800 487 749

We will:

- Acknowledge receipt within 1 business day of receiving it.
- Aim to resolve your complaint in 5 business days provided sufficient information has been provided. If we require further information or your complaint requires more time to address, we will provide an initial response (including any request for further information), within 10 business days.
- Provide a final written response within 21 days (for complaints involving default notices) or otherwise within 45 days.

If you are not satisfied with our final response, you can then lodge your complaint with the [Australian Financial Complaints Authority \(AFCA\)](#), which is the independent body providing consumers with dispute resolution for financial complaints.

You are able to lodge your complaint via:

- www.afca.org.au
- Email: info@afca.org.au
- Telephone: 1800 931 678