

YourLifeChoices

Simplifying retirement

YOURLIFECHOICES COMPLAINTS POLICY AND PROCEDURE – 2018

YourLifeChoices is committed to accuracy, impartiality and independence.
YourLifeChoices supports self-regulation of the publishing industry.

If a complaint is received:

- The editor or deputy editor will acknowledge receipt of the complaint, in a timely manner.
- The publisher will be notified.
- The complaint will be investigated by consultation with the author, the author's information sources and all other relevant sources.

If the complaint is found to be sustained ...

- The complainant will be notified.
- **YourLifeChoices** commits to correcting and clarifying the article quickly and transparently.
- The correction and an apology will be noted on the revised article online.
- The article may be removed if it deemed to be clearly incorrect and an apology published.

Should the complainant take the matter to the Australian Press Council (APC), **YourLifeChoices** will follow the prescribed process outlined by the APC.

Delivering up-to-date, independent, authoritative information and essential resources – anywhere, anytime and on any device – for Australians seeking affordable retirement solutions.

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