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.

PO Box 157, Darling VIC 3145 Australia
Ph +61 3 9885 4935 | Fax +61 3 9885 6369