

How to submit a complaint

A complaint can be submitted with or without signing in as a registered user. See the steps below.

Step 1: Sign into your ACA account, if you wish to not sign in, skip to step 2

Step 2: Navigate to the top bar and click on "+ Complaints"

Step 3: From the dropdown, click on 'Submit a Complaint'

Step 4: You will be redirected to the 'Online Complaint Submission' page

Step 5: As it states on this page, enable your pop ups prior to proceeding. Read the 'General Disclaimer' and check the box accepting the terms

Step 6: Complaint Intake form appears. Follow the form and fill out the necessary information

Step 7: Please note, depending on the type of complaint selected, or if you want to be contacted regarding your complaint, under the 'Complainant' section, click the 'Add new' button to add your information

Step 8: Proceed to the next page by clicking 'Continue Submission'

Step 9: Review all the information listed, the 'edit' button next to each section can be used to update information if needed

Step 10: After reviewing, click the 'Continue Submission' button again to submit your complaint

Step 11: You will be redirected to a 'Receipt/Record issuance' page. Make sure to write down or print your complaint # before closing this page.

NOTE: Users do not have access to view a complaint once it's submitted. Please contact the CLU at 800-292-3939 (Monday through Friday: 8-5) to follow up using the complaint #.