

Making a Complaint

We endeavour to always provide you with excellent advice and service. If you are not satisfied with our services, then we encourage you to contact us. Please call the Practice on 08 6444 4154, send us an email at licensing@advice.com.au or put your complaint in writing to our office:
PO Box 350, Victoria Park WA 6979.

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 48 hours. We will then explain our process to resolve your complaint and tell you who will handle your complaint.

If you are not satisfied with our response, you can lodge a complaint with the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. AFCA provides fair and independent financial services complaint resolution which is free to consumers.

Visia Licensee Services is required to hold adequate Professional Indemnity insurance for the financial services that it and its current and past representatives provide.