



As the holder of an Australian Financial Services Licence, Walshs Financial Planning Pty Ltd must have appropriate measures to solve Complaints.

To make a complaint to our office you can email your adviser, or you can contact our General Manager, Annabelle Clare, at [annabelle@walshs.com.au](mailto:annabelle@walshs.com.au). Alternatively, you can contact us in writing by posting to:

Advice Dispute Resolution Team  
Walshs Financial Planning  
GPO Box 12  
Brisbane QLD 4001

If you prefer to phone our office, you can contact us on 07 3221 5677.

Our process is that any complaint (an expression of dissatisfaction where you – the client expect action and / or a reply) is handled in the following manner:

1. We will acknowledge your complaint within 24 hours of receipt.
2. We will initially investigate your complaint within 5 days of acknowledgement and attempt to resolve the matter to your satisfaction.
3. However in certain more complex situations, to investigate the matter appropriately we may take longer but no longer than 30 days after we received your complaint.
4. If you are not satisfied with our response you are entitled to take your complaint to:-

Australian Financial Complaints Authority (AFCA)  
GPO Box 3  
Melbourne Vic 3001  
email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)  
Phone: 1800 931 678.

This is a free service. Our member number is 30365

5. You can also contact the Australian Securities and Investments Commission (ASIC) regarding your complaint if you are dissatisfied with our response. You may contact ASIC by:

**Writing:**  
Australian Securities & Investment Commission  
GPO Box 9827  
Your Capital City

OR

PO Box 4000  
Gippsland Mail Centre  
Victoria 3841

**Website:**

[www.asic.gov.au](http://www.asic.gov.au)

**Phone:**

1300 300 630

Walshs will endeavor to ensure that all complaints and disputes are resolved to an acceptable level of client satisfaction within the prescribed timeframe set out above. Where the resolution of a Complaint is time critical, we will use reasonable endeavors to resolve the Complaint as soon as practicable.

Please ensure before you send your concerns to AFCA or ASIC you contact them first to understand the process of lodging a concern with them.