

ILA Complaints

We endeavour to provide you with the best advice and service at all times. If you are unsatisfied with our services, we encourage you to contact us. Please call us, email us or write your complaint in writing to our office.

If you are unsatisfied 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.

ILA Partners holds Professional Indemnity insurance which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. It covers the financial services provided by current and past representatives.