

Complaints Policy

Why is this policy important?

We are committed to providing the highest quality service to our clients. However, from time to time a client may express dissatisfaction with the experience they have received. Our FAP licence requires our brokerage to have a fair, timely and transparent process in place for resolving client complaints relating to our Financial Advice Services. Managing client complaints well is fundamental to providing good client outcomes. This policy sets out our approach.

What is a complaint?

A complaint is an expression of dissatisfaction made to us, or to a person engaged by us, in relation to our Financial Advice Service, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. A complaint can also arise when the matter relates to a failure to provide a service or give advice.

Our policy

We do this:

- ❖ We deal with complaints in a fair, timely and transparent manner.
- ❖ We encourage all complaints to be put in writing by letter or email and we retain records that set out the complaint, any actions we take in dealing with it, and the dates of those actions.
- ❖ We formally acknowledge receipt of all complaints within two (2) business days of receipt and advise the client about our internal complaints process and our DRS.
- ❖ We record all complaints in our Complaints Register.
- ❖ We ensure that responsibility for resolution of the complaint is assigned to the appropriate individual in our brokerage.
- ❖ We keep the client informed regarding the progress of their complaint.
- ❖ Where no action is taken in respect of a complaint received, we record the reasons for not taking any action.
- ❖ If a complaint cannot be resolved, we inform the client about taking the matter to our DRS.

We don't do this:

- ❖ Treat complaints as trivial or unimportant.
- ❖ Keep them to ourselves and not communicate them to the appropriate people internally (or externally).
- ❖ Discourage clients from engaging with our Dispute Resolution Body should that be the most appropriate course of action for them.
- ❖ Delay or prolong resolution of complaints unnecessarily.

- ❖ Conduct ourselves in an impersonal or legalistic manner.

How to notify us?

You can notify us if you have a complaint by any means you choose, either verbally, by telling us, or by writing to us setting out your complaint.

How will your complaint be handled?

When we receive your complaint, the person you complain to will initially consider it and attempt to resolve the complaint with you. This will normally be the person you were dealing with at our organisation. If on this first contact, the complaint cannot be resolved to your satisfaction, the person you have initially complained to will escalate the complaint to his manager. This will happen within five working days of the complaint being notified to us. Once the complaint has been received by the manager, that person will contact you. The manager will again attempt to resolve the complaint to your satisfaction. It is important that you provide this person with all relevant information. If the manager cannot resolve the complaint to your satisfaction, the manager will refer you to our external dispute resolution provider.

What if I do not want to raise the dispute with the person I dealt with?

There may be cases in which you do not feel comfortable discussing your concerns with the person who you were dealing with. This may be because it is that person's conduct that is in question. That should never prevent you from making a complaint. You should feel free to contact the complaints manager of our organisation who is Andy Jensen 021 074 3140. That person will be happy to deal directly with you and to investigate and attempt to resolve your complaint.

Who is our External Complaints Provider?

If we are unable to resolve your complaint within 30 working days to your satisfaction, you may contact Financial Dispute Resolution Service (FDRS). This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

You can contact FDRS at level 4, 142 Lambton Quay, Wellington 6011, ph 0508 337 337 & enquiries@fdrs.org.nz

The complains process can be summarised as follows:

