

## Complaints Process

### How to make a complaint

We are committed to providing the highest-quality service to our clients, that is why we want to know if you are not satisfied with our service or advice, to see if we can put it right for you.

Please let us know if you are not satisfied with anything we've done by writing to us at:

Provincial Insurance Brokers  
Attention: Teresa Gordon-Wiles  
PO Box 829  
Masterton 5840  
Email: [teresa@provincial.co.nz](mailto:teresa@provincial.co.nz)

### If you make a complaint

We will:

- Let you know that we have received your complaint within five working days;
- Consider and investigate your complaint thoroughly;
- Keep a record of your complaint;
- Keep you up to date of the progress;
- Try our best to resolve your complaint within 20 working days.

### If your complaint is unable to be resolved

If we are unable to resolve your complaint within 20 working days to your satisfaction, you may contact Financial Disputes Resolution Services. This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

Financial Disputes Resolution Services (FDRS)  
[enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)  
0508 337 337  
PO Box 2272, Wellington 6140

## Complaints Form

Client Name \_\_\_\_\_ Date \_\_\_\_\_

Client Address \_\_\_\_\_

Contact Number \_\_\_\_\_ Email \_\_\_\_\_

**Nature of Complaint** *ie: Invoiced incorrectly, Claim not handled in timely matter, Insurance review expectations not being met etc*

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Details of Complaint \_\_\_\_\_

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**Client Expectations:** *ie:What would you like to see happen for this to be a satisfactory outcome for you?*

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