

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.

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 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.

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 5 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.

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

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
0508 337 337
PO Box 2272, Wellington 6140