

COMPLAINTS PROCESS

How to make a complaint

We are committed to providing the highest-quality service to our customers, 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:

Gareth Wallace
11b James Street
Whangarei
gareth@balanceadvisors.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;
- Respond to your complaint within **30** working days.

If your complaint is unable to be resolved

If we are unable to resolve your complaint within **30** working days to your satisfaction, you may contact [name of the dispute resolution scheme].

This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

Financial Services Complaints Ltd
PO Box 5967, Lambton Quay, Wellington 6145

Level 4, 101 Lambton Quay
Wellington 6011
complaints@fscl.org.nz
0800 347257