

# Dispute Handling & Complaints Process

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## Document Approval

Name	Role	Signature	Date
Raewyn Smits	Business Manager		
Andrew Smits	Business Owner		

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## Introduction

We pride ourselves in providing quality service to keep our clients happy, however if you are dissatisfied in any way with our services, please let us know as soon as possible, so we can make it right.

We have a formal internal complaint handling process and aim to reach a resolution with you quickly and efficiently.

We will keep you informed through all stages of the process. Your complaint will also be kept confidential and confined only to the involved parties, except with your consent.

# Complaints Process

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## Step 1

If you are dissatisfied with any part of our service, please contact us by phone, email, post or our online complaints form. We will ensure your complaint is at the top of our priority list, and is communicated with our Director, Andrew Smits, as soon as possible after we receive it. We will be in contact with you within 1-3 days to acknowledge and confirm receipt of the complaint.

- Phone – 027 223 7762
- Email - [complaints@financialmatrix.co.nz](mailto:complaints@financialmatrix.co.nz)
- In writing to:  
Complaints officer  
Financial Matrix Limited  
PO Box 123, Kerikeri.
- Completing the online complaints form on our website.

Your complaint will be captured and recorded in our Complaints Register.

## Step 2

We will try to resolve this complaint with you within 10 working days. This may mean we will contact you via phone or email to request further information about your complaint, or to arrange a meeting. We will do our very best to solve the complaint with you internally. In some instances, we may need to ask you for further information or agree on an extension if the issue is complex, or there are problems outside our control.

## Step 3

We will contact you via phone or email to let you know whether we can resolve your complaint, and how we propose to do so.

## Step 4

If we cannot resolve this complaint internally (the complaint is 'deadlocked' e.g., no agreement reached, or the complaint is not resolved to your satisfaction), we belong to an approved external Dispute Resolution Scheme which you have access to, free of charge. Our dispute resolution scheme must be contacted within two months' of being informed of our decision.

Details of our dispute resolution scheme can be found on our disclosure documents, and listed below:

### ***Financial Dispute Resolutions Scheme***

**Address:** Freepost 231075

PO Box 2272

Wellington, 6140

**Phone:** 0508 337 337

**Email:** [Enquiries@FDRS.org.nz](mailto:Enquiries@FDRS.org.nz)

**Website:** [www.fdrs.org.nz/complaints](http://www.fdrs.org.nz/complaints)