

# Complaints Process

If you are unhappy with our financial advice service please contact your financial adviser so they can try to put things right.

If you wish to make a complaint, or do not feel comfortable discussing your concerns with your adviser, you can contact us as follows:

Maree Hammersley-Myers

maree@thorner.co.nz

04 9392900

PO Box 40190, Upper Hutt 5140

## How your Complaint will be handled

- Your adviser will attempt to resolve any issue of dissatisfaction with you immediately.
- If the matter cannot be resolved to your satisfaction, the adviser will escalate the complaint to their manager, notifying you accordingly. We will send you an acknowledgement of your complaint within five working days of your complaint being notified to us. This communication will provide you with our timeline to respond to you and the name of the manager who will be managing our response. The manager will investigate and contact you to try to resolve the complaint to your satisfaction. It is important that you provide this person with all relevant information.
- 30 working days after the receipt of your complaint we will issue a final resolution. If we need to continue our review past this point, we will explain to you the reason for the delay and the required timeframe to provide a full response. At this point, if you feel that the delay is unsatisfactory, you can redirect your complaint to our external dispute resolution service provider detailed below.

## **If we are unable to resolve your complaint**

- We expect that our response to you will have addressed the concerns you have raised. If you feel that your concerns have not been appropriately considered, we invite you to submit any further information for consideration.
- If we are unable to resolve your complaint despite our best efforts, you can contact our external dispute resolution scheme, who provides a free and independent dispute resolution service.
- The contact details for our external dispute resolution service provider are:

Insurance & Financial Services Ombudsman Scheme

[info@ifso.nz](mailto:info@ifso.nz)

04 499 7612 / 0800 888 202

PO Box 10-845, Wellington