

## COMPLAINTS POLICY

Anchored Advice Limited always strives for clear and open communication between our company and our clients. If you do have a complaint or encounter a problem, please let us know as soon as you can.

Our complaints process aims to address your concerns in a fair and transparent manner. We will treat all complaints with priority and in a timely manner.

### **What happens when you submit a complaint?**

#### *Step 1*

We will acknowledge receipt of your complaint.

If you call or submit a complaint electronically, we will acknowledge receipt within 1 working day.

If you submit a complaint in writing, we will acknowledge receipt within 3 working days of receipt.

Our team are all responsible for identifying and responding to complaints. All complaints are recorded in our complaints register and may be used for training purposes.

#### *Step 2*

We will investigate your concerns. If possible, we will resolve your complaint at first contact.

#### *Step 3*

If your complaint is not resolved in step 2, we will escalate your complaint. We will investigate further, obtaining any relevant information required and review the complaint based on its merits and aim to resolve within 10 working days.

#### *Step 4*

If we cannot resolve your complaint to your satisfaction, you can escalate your complaint to our external dispute resolution provider, the Insurance and Financial Services Ombudsman (IFSO).

### **To make a complaint:**

Email us at: [keith.ward@anchoredadvice.com](mailto:keith.ward@anchoredadvice.com)

Phone us: 027 288 8813

Write to us at: 105/420 Hagley Ave, Christchurch 8011

### **Contact Financial Services Complaints Limited (FSCL) – a Financial Ombudsman Service:**

Call 0800 347 257

Visit [www.fscl.org.nz](http://www.fscl.org.nz)

Email [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

[info@fscl.org.nz](mailto:info@fscl.org.nz)

Level 4, 101 Lambton Quay, Wellington 6011