COMPLAINTS PROCESS

**CONCERNS OR FEEDBACK ON OUR SERVICE?**

Campbell Insurance Brokers are always looking for opportunities to understand our clients better. We appreciate when clients take the time to notify us of any concerns and are open to receiving your feedback on ways, we can improve the service we deliver.

**IMPROVING OUR SERVICE**

Some complaints may require no action but every complaint is important and we review all complaints regularly to establish where there are opportunities to make your experience that much better in the future.

**WHEN A COMPLAINT IS MADE WE WILL:**

• Record your complaint, you may be asked to complete a Complaint form

• Acknowledge your complaint

• Investigate and review your complaint

• Propose a resolution

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. (FSCL)   This is a link directly to their website. [https://www.fscl.org.nz](https://www.fscl.org.nz/)

Alternatively, you may contact them on 0800 347 257

Financial Services Complaints Limited (FSCL)

They are an independent External Disputes Resolution (EDR) scheme approved by the Minister of Consumer Affairs under the Financial Service Providers (Registration and Dispute Resolution) Act 2008.

There is no charge for their services, and they will help us resolve any disagreements.

In the first instance, it is recommended you contact the

Complaints Officer at Campbell Insurance Brokers Ltd.

16 Carmichael Street

Rangiora 7400

+64 21 521 651