



Complaints Procedure - do you have a complaint?

How we can help

At Brackenridge Total Financial Solutions Ltd it is our mission to improve the economic well-being of all our stakeholders. By addressing your complaint, it gives us an excellent opportunity to cement our relationship with you and enhance your confidence in us. We will handle all complaints fairly, promptly and carefully.



Our Complaints Procedure

Once we have received your complaint it will be handled by the appropriate person in the relevant operation area in order to come up with suitable conclusions. We will aim to notify you of the outcome with 2 to 3 days, however, if the complaint is technical in nature it may take up to 40 days. However if it is serious or complex a complaint may take some time and may need to further therefore we will work with you to ensure a resolution is reached as quickly as possible. We will then personally respond to you in writing regarding the outcome of the complaint.



What can you do next

If you are not satisfied by our response, you have the right to approach Financial Services Complaints Ltd (FSCL). We use Financial Services Complaints Ltd to deal with these complex complaints and further assist your need. They require you to log a complaint in writing in order to be considered.

The FSCL contact details are:

Website:	www.fscl.org.nz
Email:	info@fscl.org.nz
Telephone:	(04) 472 3725 0800 347 25 (Call free for consumers)
Fax:	(04) 472 3727
Postal address:	PO Box 5967 Lambton Quay Wellington 6145