



# What should you do if something goes wrong?

## Our Internal Complaints Process

If you have a problem, concern, or complaint about any part of my service, please tell me so I can try to fix the problem. If you don't want to contact me directly, please contact our internal complaints manager with the details of your complaint.

We will investigate your complaint and make every effort to resolve it as soon as possible.

Our Internal Complaints Manager is Holly Rogers and you may contact our internal disputes service by:

Telephone: 027 2020 0270  
Email: [complaints@trishgreenwood.co.nz](mailto:complaints@trishgreenwood.co.nz)  
In writing: 103 Rannoch Drive, Broomfield, Christchurch, 8042

Holly will reply to you within 24 hours to acknowledge your complaint.

## Our External Complaints Process

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. This service will cost you nothing and will help us resolve any disagreements.

You can contact Financial Services Complaints Limited by:

Emailing: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)  
Telephone: 0800 347 257 or 04 472 3725  
In writing: PO Box 5967  
Wellington 6140  
New Zealand