

Complaints Process

How to make a complaint

We are committed to providing the highest-quality service to our clients, that is why we want to know if you are not satisfied with our service or advice, to see if we can put it right for you.

Please let us know if you are not satisfied with anything we've done by writing to us at:

Anna O'Connor
PO Box 287, Tauranga 3144
anna@oconnorwarren.co.nz

Alternatively please call us on 07 578 6072 to speak to us directly about your concerns.

If you make a complaint

We will:

- Let you know that we have received your complaint within five working days;
- Consider and investigate your complaint thoroughly;
- Keep a record of your complaint;
- Keep you up to date of the progress;
- Respond to your complaint within 20 working days.

If your complaint is unable to be resolved

If we are unable to resolve your complaint within 20 working days to your satisfaction, you may contact Financial Disputes Resolution Services (FDRS).

This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

Financial Disputes Resolution Services

0800 337 337

enquiries@fdrs.org.nz