

## 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:

Email: [v.barker@partridgeadvisory.com](mailto:v.barker@partridgeadvisory.com)

Post:

The Manager  
Partridge Advisory Ltd  
PO Box 106753  
Auckland 1143

### 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 30 working days.

### If your complaint is unable to be resolved

If we are unable to resolve your complaint within 30 working days to your satisfaction, you may contact Financial Services Complaints Limited

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

Financial Services Complaints Limited  
info@fscl.org.nz  
0800 347 257  
PO Box 5967, Wellington 6011  
Level 4, 101 Lambton Quay, Wellington 6