

# Complaints Process

## Concerns or feedback on our service?

Wells Everett Wynn 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

Our guide will help you understand these steps and what to expect when a complaint is made.

### [Complaints Process \(Complaint Guide\)](#)

### [Complaint Form](#)

If we cannot agree how to fix the issue, you can contact Insurance & Financial Services Ombudsman (IFSO). They are an independent not-for-profit External Disputes Resolution (EDR) scheme approved by the Minister of Consumer Affairs under the Financial Service Providers (Registration and Dispute Resolution) Act 2008.

### **This service will cost you nothing, and will help us resolve any disagreements.**

You can also write to the Complaints Officer at Wells Everett Wynn  
PO Box 10-930  
The Terrace  
Wellington 6143

You can contact Insurance & Financial Services Ombudsman:  
PO Box 10-845  
Wellington, 6143  
**Phone** 04 499 7612  
**Freephone** 0800 888 202  
**Website** [www.ifso.nz](http://www.ifso.nz)  
**Email** [info@ifso.nz](mailto:info@ifso.nz)