

VERCOE INSURANCE BROKERS INTERNAL COMPLAINTS POLICY

Our Policy

Vercoe Insurance Brokers is committed to providing a Quality Service to all Clients to achieve good customer outcomes, which include client satisfaction. Feedback from clients, including complaints is consider an important part of client satisfaction.

A complaint relating to a financial advice service is an expression of dissatisfaction made to the Financial Advice Provider or person engaged by Vercoe Insurance Brokers about a product, services or failure to provide a service or advice and the Client requires action to be taken.

Vercoe Insurance Brokers is committed to resolving complaints received and recognises the right of complainants to be dealt with fairly, timely and with a transparent manner.

The Internal Complaints process includes information about complaints handling process and how to access the external dispute resolution scheme. The Internal Complaints process is made available to the public via the Vercoe Insurance Brokers website.

When a complaint is received

When a complaint is received Vercoe Insurance Brokers approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect.

Informal conciliation should be considered to resolve the matter. Responding appropriately to an informal expression of dissatisfaction can prevent the matter becoming a formal complaint. The Internal Complaints disclosure is to be sent to the Complainant within 2 working days.

If the complaint is unresolved after two business days or the Client is unsatisfied with the action taken or considers the complaint unresolved, the complaint becomes a formal complaint.

Internal Complaints disclosure information relates to the Vercoe Insurance Brokers internal and external complaints handling process, including details of the relevant approved dispute resolution scheme.

Personal information is handled in a manner consistent with the New Zealand Privacy Act and Vercoe Insurance Brokers Privacy Policy. This means maintaining confidentiality of personal information of the complainant. Generally, the complaint and any information related to it is kept confidential except with the consent of the complainant.

Procedure

Once the complaint is considered formal:

1. Promptly acknowledge the complaint at the earliest possible opportunity preferably within 1-2 working days, refer to **The Complaints Register** to record the complaint details.
2. Refer the Client to the Vercoe Insurance Brokers Internal Complaints process information, this can be done by directing the Client to the Vercoe Insurance Brokers website.

3. Clarify your understanding of the complaint and the Clients expectations. Explain the next steps of the process with a realistic timetable. If known give a full explanation of what is being done to address the complaint.
4. Records to be maintained of all complaints, including dates for when the complaint was received and any action that was taken in relation to that complaint and the Record Keeping Policy is to be adhered to. The Complaint is also to be recorded in the Complaints Register.
5. Forward the information to the Complaints Manager for investigation.

Investigation

When investigating a complaint, the Complaints Manager must make every reasonable effort to investigate all relevant circumstances and information surrounding the complaint.

The Complaints Manager may obtain assistance from any staff in order to resolve a complaint and this shall be promptly given.

When a final response to a complaint is provided, the Complaints Manager must advise the complainant of the decision, remedies and resolution as soon as practicable after deciding the outcome, a 'Response to Complaint – Decision' as found in templates.

The final response must be sent to the complainant within 20 days from the date the complaint was received. It should be sent no later than 5 business days after the outcome is approved by the Complaints Manager.

If the complaint relates to a matter that may involve negligence, Vercoe Insurance Brokers is to notify the Personal Indemnity Insurer about the complaint to discuss the matter.

If the Client is unsatisfied with the response from Vercoe Insurance Brokers, the matter can be referred to FSCL. Any investigation by FSCL a Financial Advice Provider or person engaged by Vercoe Insurance Brokers, has a duty to cooperate and communicate during the investigation as requested by FSCL.

Review

Review of Complaints and evaluation of data gathered in the complaints process will help Vercoe Insurance Brokers determine the causes of complaints and whether remedial action is required.

The Complaints Manager must give a written summary of the Complaint to the Head of Compliance, to be reviewed by the Vercoe Insurance Brokers Board of Directors.

This summary should highlight any areas of concern or repetitive nature. The summary serves as a monitoring tool for conduct and effectiveness of Vercoe Insurance Brokers complaints handling procedures and identify trends which can indicate that improvements are required