



Understanding you better

CLIENT COMPLAINT GUIDE





At Rothbury we see complaints as a means to understand your requirements better and to improve the service we deliver to you.

UNDERSTANDING YOU BETTER

We are always open to receiving complaints from our clients and appreciate the time taken to notify us of your concerns.

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 with us that much better in the future.

IMPROVING OUR SERVICE

When action is required the following will help you understand the steps that will be followed when a complaint is made.

Rothbury will record your complaint

- If you make a complaint by email or telephone we will request information from you.
- You may be asked to complete a Complaint Form. This will ensure you are given the opportunity to fully explain your complaint. It also means we have the information required to review and investigate your complaint.
- All complaints will be recorded.

Rothbury will acknowledge your complaint

We know that making a complaint involves some inconvenience and possibly, expense. You are looking for a resolution and we will keep you informed of progress.

We will respond to your complaint within three working days.

It may be that we cannot resolve the issue within three working days. In this case we will acknowledge that your complaint has been received and is being reviewed.

Rothbury will investigate and review your complaint

When we are investigating and reviewing your complaint we will:

- be fair
- strive to understand both sides of the story
- keep a record of all meetings, conversations and findings
- forward the complaint to the appropriate level of authority for resolution
- keep you informed of progress if your complaint cannot be resolved within 10 days of acknowledging your complaint
- ensure resolutions are consistent with company policy and company values

Rothbury will propose a resolution to your complaint

We will respond with a resolution to your complaint within 20 working days or less.

We will check any necessary action has been carried out and that you are satisfied with the resolution.

Third party involvement

If a complaint cannot be resolved satisfactorily we will refer you to the IBANZ Disciplinary and Complaints Committee (refer to the website www.ibanz.co.nz or other third party dispute resolution mechanism, if necessary).

We will co-operate with IBANZ or other third parties.

OUR COMPANY

Rothbury Insurance Brokers are a wholly-owned New Zealand company delivering commercial insurance solutions to small, medium and large enterprises and protecting the assets of thousands of individuals.

For more than half a century our client-focused service, and ability to create powerful, value-for-money insurance solutions, have seen us become one of the country's largest insurance broking groups.

For more information on our products and services visit www.rothbury.co.nz.