



GISBORNE FINANCIAL SERVICES

Insurance + Mortgages

Making a complaint

At Gisborne Financial Services we are committed to providing you with excellent customer service and quality products. If you believe that we have not delivered in a particular area we would appreciate your feedback.

Phone: 06 8688313

Email: shelley@gisfin.co.nz

Write to: Gisborne Financial Services, PO Box 1273, Gisborne 4040

When we receive a complaint, we take this very seriously and it is important to us that we resolve your complaint in an open and transparent manner as quickly and as fairly as possible.

Our process is that we will contact you within 48 hours to acknowledge your complaint and we will then respond to your complaint in writing within 20 days with our response.

If we have not resolved your complaint within 20 days, we will provide you with a written update as to the reason for the delay and what action is underway to resolve your complaint.

The Insurance & Financial Services Ombudsman Scheme (IFSO Scheme)

Gisborne Financial Services is a member of an external dispute resolution scheme (IFSO Scheme).

Membership of the IFSO Scheme is voluntary and is independent, impartial and free to consumers.

This scheme may be able to assist you to resolve your complaint, but only after you have made use of Gisborne Financial Services internal complaints process.

If you feel your complaint has not been resolved to your satisfaction by Gisborne Financial Services, you may be able to refer your complaint to the IFSO. Please note that complaints to the IFSO need to meet certain criteria. For information on the service offered by the IFSO and the types of complaints they can consider, please click here to visit the IFSO website (www.ifso.nz).