



Complaints Process

Welcome to



**TAG
Corner**

Complaints Process

If you have a complaint about my financial advice, or service I gave you, you need to tell me about it, you can do this via one of the methods listed below;

- Log in to Trail and press the "Make a Complaint" button
- By sending an email to Paulette Lewis on office@thetagteam.co.nz
- Contact me directly via phone or email with the heading "Complaint - (Your Name)" Please set out the nature of your complaint, and the resolution you are seeking.

Once we receive a complaint, we follow an internal procedure to ensure we address the issue. Our process will:

- Acknowledgement receipt within 24hours. I will record your complaint in our register and work with you to resolve your complaint.
- Inform you how we will address the complaint
- Gather any information that will help us resolve the complaint
- Aim to resolve the complaint within 7 working days
- If we cannot resolve the complaint within this timeframe, we will update you regarding next steps

If we cannot agree to a resolution, you can refer to your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us in resolving things with you.

Details of this service are:
Financial Services Complaints Limited
complaints@fscl.org.nz

0800 347 257

Availability of Information

This information can be provided in hard copy upon your request