

FINANCIAL SERVICES COMPLAINTS COMPLAINTS FORM



Please print this form, complete it, and send it to us with any other relevant information about your complaint. Please call us on 0800 347 257 if you have any questions about your complaint or how to complete the form.

You can either scan and email the form to complaints@fscl.org.nz, or post it to:
PO Box 5967
WELLINGTON 6145

ABOUT YOU

First name	Ms/ Mrs / Mr /Dr /none
Last name	
Address	
Email address	
Contact number	

ABOUT YOUR COMPLAINT

What is the name of the company or individual you are complaining about?

What happened? Please tell us the key details about your complaint

You can use a separate piece of paper, if that makes it easier to write about your complaint, or if you need more space...

How would you like your complaint to be resolved?

--

Who have you spoken to about your complaint?

--

What was their response and when did you receive it?

--

IF A REPRESENTATIVE IS HELPING YOU

Please fill in the following section if you have someone helping with your complaint

Name	Ms/ Mrs / Mr /Dr /none
Email address	
Contact number	

Please sign this statement if you agree:

I agree that any information about this complaint can be communicated to my representative named above.

Your name:	Your signature:	Date:

WHAT DO WE DO NEXT?

Please circle yes or no.

- **Can we send the information about your complaint to the company or individual your complaint is about? Yes / No**
- **Can the company or individual your complaint is about contact you? Yes / No**

INFORMATION TO HELP US HELP OTHERS

Please tick the boxes which most apply to you. Your answers will not affect how we investigate your complaint, will be stored securely, and will only be used for statistical purposes.

How did you hear about us?

- From the person or business your complaint is about
- Internet search
- Financial mentor/budgeter
- Word of mouth
- Another dispute resolution scheme
- Other

How would you describe your circumstance?

- Employed (salary or wages)
- Self-employed
- Retired
- Student
- Looking for Work
- Not looking for work
- Prefer not to say

How old are you?

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- Over 70
- Prefer not to say

How would you describe your ethnicity?

- Asian (including Indian)
- Maori
- NZ European/Pakeha
- Pacific people
- Other
- Prefer not to say

If you would like more information about the collection and storage of your private information, you can view our [Privacy Policy on our website](#).