

Phwealth Complaints Process

15 September 2020

How we can help

Our mission at Polson Higgs Wealth Management is to provide clear financial guidance. By addressing your complaint, it gives us an excellent opportunity to improve our service and enhance your confidence in us.

We will handle all complaints fairly, promptly, carefully. We take your privacy seriously and all complaints are treated with the utmost confidentiality.

Our Complaints Procedure

Once we have received your complaint it will be handled by the appropriate person to come up with suitable conclusions. We will aim to notify you of the outcome within 3 days. If the complaint is technical in nature it may take up to 30 days. However, if it is a serious or complex complaint it may take some time and we may need to inquire further. Therefore, we will work with you to ensure a resolution is reached as quickly as possible. We will then personally respond to you in writing regarding the outcome.

What you can do next

If you are not satisfied by our response, you have the right to approach Financial Services Complaints Ltd (FSCL).

We use Financial Services Complaints Ltd to deal with complex complaints and further assist you if you need. They require you to log a complaint in writing in order to be considered. There is no cost to you to use this service.

The FSCL contact details are:

Website: www.fscl.org.nz

Email: info@fscl.org.nz

Telephone: 0800 347 257 or 04 472 3725

Postal Address:

PO Box 5967

Wellington 6011