

## Our Policy

We want our clients to have a great experience and your feedback is important to us. If you have a suggestion about how we can do things better, we would like to know. If you are not satisfied with anything we have done and wish to complain, please let us know. We have set out details of how to make a complaint and other important information below.

If you do make a complaint, we will:

- Let you know that we have received it as soon as practicable
- Keep you informed of progress and if we cannot resolve the complaint quickly
- Consider your complaint fairly and advise you of the outcome within a reasonable time.

As a financial services provider we are also a member of the Financial Services Complaints Limited's (FSCL) dispute resolution scheme. FSCL is an independent dispute resolution scheme for resolving and determining complaints against financial service providers under the Financial Service Providers (Registration and Dispute Resolution) Act 2008.

## Making a Complaint

If you have a complaint about us you can contact us on +64 9 309 6020, at 30 Gaunt Street, Auckland 1010 c/- Mike Houlker or by email [mike.houlker@bayleys.co.nz](mailto:mike.houlker@bayleys.co.nz). We will investigate and respond to your complaint as soon as we can.

If you are unhappy with this response or the complaint concerns our Head of Funds and Investment Products, Mike Houlker, you can write to our Group Managing Director, Mike Bayley, at the address above detailing the reasons you are or remain unhappy and asking for any response we have provided to be reviewed. The Group Managing Director will then consider your complaint and any response we have provided and provide you with their feedback, findings or decision on the complaint.

**If you still remain unhappy, you can then seek free, independent assistance and take your complaint about us to FSCL.** You can contact FSCL at PO Box 5967, Wellington 6145 or visit [www.fscl.co.nz](http://www.fscl.co.nz). Please note FSCL does not consider all types of complaints and before FSCL can review your complaint you must first go through the internal complaints process described above.

## Further Information

For further information about financial advisers, or to report information about Financial Advice Provider Group Limited or Bayleys Real Estate Limited or its advisers, you can also contact the Financial Markets Authority on 0800 434 567 or at PO Box 1179, Wellington 6140.