

## Complaints Procedure

### Do you have a complaint or problem?

We aim to provide you with the highest quality service and support. If you do have a complaint or encounter a problem, please let us know as soon as possible. Our complaints process outlined below aims to address your concerns.

Please note that all Provincial Growth Fund Limited (PGFL) investments are managed on a day-to-day basis by the Provincial Development Unit (PDU). Any complaint will be handled by the PDU on behalf of the PGFL in the first instance.

### Step One – Let’s sort it out

Discuss your complaint with the staff member you’ve been dealing with, or the PDU Investment Director involved and try to resolve the issue. The staff member will consider your issue and try to resolve it as soon as is practicable. The staff member may escalate your issue to a more senior staff member if they think it appropriate.

We will acknowledge your complaint as soon as we can and within five business days. We will look into your complaint and let you know when you should expect a full response.

### Step Two – Review

If your complaint is not resolved through Step One, you should:

- call or email the Head of Investment at the PDU. Please include ‘complaint’ or ‘feedback’ in the subject line. Please ask the Investment Director you have been dealing with for the relevant details, call 0508 743 47 or email [PGF@mbie.govt.nz](mailto:PGF@mbie.govt.nz).
- alternatively, complete a [Feedback Form](#) detailing your concerns. You will receive a notification that your complaint has been received.

If you are contacting us on behalf of someone else, you will need to attach evidence that you have the authority to act on their behalf. We will also contact them to confirm we have this permission.

The PDU will contact you about suggested next steps and a proposed outcome no later than 20 working days from acknowledgement. If your issue is complex, or involves more than one issue, we may need more time to resolve it. If this happens, we will discuss this with you.

### Step Three – The PGFL is a participant of the Insurance & Financial Services Ombudsman Scheme Inc. (IFSO Scheme)

If you’re still not satisfied after going through the above process and we have reached an impasse, you can take your complaint to the IFSO Scheme.

Referring your complaint to the IFSO Scheme is free, it is an independent dispute resolution scheme. You can contact them by phone on 0800 888 202 between 8.30am to 5pm on Monday to Friday; by email at [info@ifso.nz](mailto:info@ifso.nz) or visit their website at [www.ifso.nz](http://www.ifso.nz). They can arrange an interpreter by telephone if your English is limited. If you are hearing or sight impaired, the IFSO uses the NZ Relay Service.

### Continuous improvement

Your feedback, whether negative or positive, is important and helps us improve. To ensure we improve our processes we will:

- do our best to resolve your issue and if we have made a mistake, make sure it does not happen again;
- record all complaints, comments received and the action taken; and
- regularly monitor the number of complaints, their nature and how quickly we are resolving them.