

# Complaints Procedure

## Do you have a complaint or problem?

We aim to provide you with the highest quality service and support. But 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 CRHL investments are managed on a day to day basis by the Kānoa - Regional Development & Investment Unit ("Kānoa - REDIU"). Any complaint will also be handled by Kānoa - REDIU on behalf of CRHL in the first instance.

## Step 1 – Let's sort it out

It may be that you have some feedback, or are seeking information or an explanation. In this case, discuss the issue with the person you've been dealing with, or the Investment Director involved, at Kānoa - REDIU.

## Step 2 – Review

If your issue is not resolved through Step 1, or you would like to make a complaint, please use the [feedback form on the Grow Regions website](#).

Complaints may also be made by emailing [pgfl-admin@pgflimited.co.nz](mailto:pgfl-admin@pgflimited.co.nz), please include "complaint" in the subject line.

Alternatively, if you would rather speak to someone, you can contact us by calling the main MBIE helpline: 04 472 0030.

If you are contacting us on behalf of someone else, you 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.

We will acknowledge your complaint within five business days. We will then investigate your complaint and let you know when you should expect a full response. In any event, your complaint should be responded to within 28 days.

## Still not satisfied?

The Crown Regional Holdings Limited is a Participant of the Insurance & Financial Services Ombudsman Scheme Inc., so if you're still not satisfied after going through the above process, and we have reached a "deadlock", you can take your complaint to the Insurance & Financial Services Ombudsman Scheme Inc. ("IFSO Scheme").

Referring your complaint to the IFSO Scheme is free, as it is an independent dispute resolution scheme. You can contact them by phone on 0800 888 202 between 8.30am and 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 required. If you are hearing or sight impaired, the IFSO uses the NZ Relay Service.