



# **MOUNT VEHICLE FINANCE** LTD

## **Complaints Handling Procedure**

### **Our complaints policy**

We are committed to providing a high-quality service to our clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards. If you have a complaint please contact us, preferably in writing with details:

Mount Vehicle Finance Limited  
27 Totara Street  
PO Box 5219  
Mount Maunganui 3150  
Fax 07 5755072  
E-mail [mac@mountautos.co.nz](mailto:mac@mountautos.co.nz)

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint on to our Credit Manager who will review your file and speak to the member/s of staff who assisted you.
3. Within 14 days of sending you the acknowledgement letter, we will invite you to meet to discuss and hopefully resolve your complaint.
4. Within 3 days of meeting, we will write to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgment letter.
6. At this stage, if you are still not satisfied the matter can be referred, at no cost to you, to the Financial Dispute Resolution (FDR) an independent dispute resolution scheme who will investigate the complaint and work with both parties to reach an agreement. Phone 0508 337337, Freepost 231075, PO Box 2272, Wellington 6145, [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz).