Oxbury New Zealand Complaints Procedure

At Oxbury New Zealand, we strive to deliver the highest standard of service. However, if you are dissatisfied with any aspect of our products, services, decisions, or how we have dealt with you, we want to hear from you so we can try to put things right.

How to Contact Us

You can make a complaint in any of the following ways:

By Email

complaints@oxbury.co.nz

Through Online Banking

Send us a secure message through Oxbury Online Banking.

By Post
Oxbury New Zealand Limited
101/235 High Street
Christchurch Central
Christchurch 8011

We're here to help you, from Monday to Friday at 8:30am to 5:00pm, except public holidays.

What to Include

To help us investigate your complaint as quickly as possible, please tell us:

- What happened
- When it happened
- Who you dealt with (if known)
- The product or service involved
- How you would like the matter resolved

Don't worry if you don't have all this information to hand. We will still investigate your complaint and work with you to understand the issue.

What Happens Next?

Once we receive your complaint, we will:

- Acknowledge receipt of your complaint.
- Investigate your concerns fairly and objectively.
- Review relevant records, correspondence and available evidence.
- Keep you informed of progress during our investigation.
- Seek to resolve your complaint as quickly and fairly as possible.

Complaint Handling Timeframes

Acknowledgement

We aim to acknowledge your complaint within **3 working days** of receiving it.

Investigation

We will investigate your complaint promptly and keep you informed if further time is required.

Updates

Where a complaint remains open, we will provide progress updates at appropriate intervals.

Final Response

We aim to provide a final response within **5 working days** of receiving your complaint.

Where additional time is required due to the complexity of the matter, we will explain why and advise you of the expected timeframe for completing our investigation. This should typically take no more than **20 working days.**

Not Satisfied?

If you remain unsatisfied, you may refer your complaint to our independent external dispute resolution scheme:

Financial Services Complaints Limited (FSCL)

FSCL is a free, independent dispute resolution service available to our customers.

By Post
PO Box 5967
Wellington 6140

By Phone

0800 347 257 or 04 472 3725

Online

Email: complaints@fscl.org.nz

Website: www.fscl.org.nz

FSCL can investigate complaints and help resolve disputes where agreement cannot be reached between you and Oxbury New Zealand.