

Financial Dispute Resolution Service

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Client Director

If you would just shut up, I'll forward this to our Complaint Department, where a Resolution Specialist will return your call never. . .

som^{ee}cards
user card



66% of organisations don't encourage their clients to complain.

Why?



Non complaint reasons

- Don't know the definition of a complaint
- Don't understand the value of complaints
- Don't realise the opportunity a complaint creates
- Don't have time
- Don't have a process / know what to do
- It just doesn't feel right to *encourage* clients to complain



Is this a complaint?

❖ A complaint is

“An expression of dissatisfaction made to or about an organisation, related to its products, service, staff or the handling of a complaint, where a response or resolution is, explicitly or implicitly expected or legally required.”



Why do you need a good complaints process?

- **Brand**
 - **Jetstar or Air NZ**
- **Business improvement**
 - **How do you know it's broken**
- **Legislation**

A complaints register

- Date
- Client name
- Complaint
- Action (or reference to where the complaint file is)
- Adviser name

Tip: Analyse all complaint data every 3 or 6 months and identify trends to use to improve your business practices



Why join Financial Dispute Resolution Service?

We make it easy to manage complaints with our:

- Focus on early resolution
- Specialist experience in resolving financial complaints
- Expertise to identify the most efficient pathway to resolution
- Helpline to provide guidance before a complaint escalates
- Free resources to establish your internal complaints process.

We have great member benefits including:

- Competitive annual fees
- No application fee
- Dispute fees tailored to the level of intervention required
- Regular newsletters with information to help your business
- Free monthly webinars
- Free regional member meetings
- Free presentations at your professional development days or conferences
- Discounts on CPD training and workshops.



Questions?

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