

# Client Complaint Process

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Long Burroughs Limited and Long Burroughs Financial Services Limited provides product and service advice about Fire & General Insurance, and Life & Medical Insurance.

Long Burroughs is committed to providing you with excellent customer service and access to quality insurance products. Every complaint is important to us, and we review all complaints as an opportunity to improve on the service we deliver to you.

If you are not fully satisfied with the services provided by a member of Long Burroughs, please follow our client complaint process, including instructions on how to make a complaint to us.

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## How to make a complaint

Please contact your financial adviser, or our office by any of the following contact methods:

Contact Method	Description
Online	Complete the Feedback Form
Phone	Call +64 9 374 5980 and ask for the complaints officer
Email	Email <a href="mailto:complaints@longburroughs.co.nz">complaints@longburroughs.co.nz</a>
Postal	Print a Feedback Form available on our website, and mail to the following address: Long Burroughs Limited Complaints Officer PO Box 37356, Parnell Auckland, 1151

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## What if my financial adviser cannot resolve my complaint?

Long Burroughs Limited and Long Burroughs Financial Services Limited provides product and service advice about Fire & General Insurance, and Life & Medical Insurance.

If your Financial Adviser is not able to resolve your complaint, it will be referred to the Complaints Officer for an independent review in accordance with the Long Burroughs Internal Complaint and Dispute Resolution Procedure.

Our Complaints Officer will review the nature of your complaint, and allocate this to the appropriate point of contact, to resolve your complaint.

You can also contact the Complaints Officer on +64 9 374 5980 (ask to speak to the Complaints officer), or via email at [complaints@longburroughs.co.nz](mailto:complaints@longburroughs.co.nz)

In handling your complaint, there are a number of remedies available to us, including:

- An apology or explanation;
- Liaison with insurers and/or others, to find a mutually agreeable outcome to your complaint;
- Claims advocacy including support to address your complaint via the Insurer internal dispute resolution process.

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### Internal Complaint and Disputes Resolution Process

When a complaint is transferred to the Complaints Officer, it will be independently reviewed in accordance with our Internal Complaints and Dispute Resolution Process as follows:

1. The Complaints Manager will acknowledge receipt of your complaint within 2 Working Days.
2. The Complaint will be reviewed and investigated by the Complaints Officer and may be allocated to a Manager, or a Partner of the firm, depending on the nature of the complaint.
3. The Manager, or Partner handling your complaint will keep you informed on the progress and advise if it cannot be resolved within 10 working days of our initial acknowledgement of the complaint.
4. We will strive to remedy your complaint within 20 working days, however, if your complaint is of a complex nature, it may take longer than this timeframe. The Manager or Partner handling the complaint will keep you informed on the process over this time.
5. If your complaint remains unresolved, or you are not satisfied with our response. You may refer the matter to the following resolution scheme:

Financial Services Complaints Limited (“FSCL”) – A Financial Ombudsman Service

Contact Method	Description
Website – online	<a href="http://www.fscl.org.nz">www.fscl.org.nz</a>
Phone	0800 347 257
Email	<a href="mailto:complaints@fscl.org.nz">complaints@fscl.org.nz</a>
Postal	PO Box 5967, Lambton Quay, Wellington 6145

Alternatively, you can access the complaints section of the FSCL website [here](#) for more information.

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### Our Commitment

Long Burroughs is committed to providing you with excellent customer service and the opportunity to raise a complaint, when things don't go to plan.

We aim to meet this commitment by:

1. Dealing with complaints in a timely, efficient manner
2. Being fair, transparent and clear to assist with the resolution of a complaint.
3. Having a clear and concise complaints process for our clients
4. Providing our clients with access to an approved external dispute resolution scheme and maintaining its membership.