

Complaints Process

Cosgroves want to ensure a clear and open line of communication between us and our clients. If you do have a complaint or encounter a problem, please let us know as soon as you can, our complaints process aims to address your concerns in a fair and transparent manner. We will treat all complaints with priority and in a timely matter.

What happens when you submit a complaint?

Step 1

We will acknowledge receipt of your complaint.

If you call or submit a complaint online, we will acknowledge immediate receipt.

If you submit a complaint in writing, we will acknowledge receipt within 5 working days of receipt.

All our staff are responsible for identifying and responding to complaints in the first instance.

We record all complaints in our complaints register so we can learn from these experiences.

Step 2

We will investigate your concerns. If possible, we will resolve your complaint at first contact.

Step 3

If your complaint is not resolved in step 2, we will escalate your complaint. We will investigate further, obtaining any relevant information required and reconsider the complaint based on its merits and aim to resolve within 10 working days.

Step 4

If we cannot resolve your complaint to your satisfaction, you can escalate your complaint to our external dispute resolution provider, the Insurance and Financial Services Ombudsman (IFSO).

To make a complaint:

Email us	admin@cosgroves.co.nz
Phone us	03 312 0630
Write to us	139 Raddens Road, Ohoka, 7692

Contact the IFSO:

Call	0800 888 202
Visit	www.ifso.nz
Email	info@ifso.nz