

Process for Providing Feedback or Complaints about our Service.

We work hard to ensure we use systems and processes to prevent mistakes being made. But there may still be an occasion where you don't agree with us or we have got something wrong.

If you are unhappy with the service you have received from KM Compliance, please let us know so we can resolve the situation. Please contact us to provide the details of your feedback or complaint. We will respond as soon as we can once we have investigated things.

Please follow the process below to contact us:

1. In the first instance please contact the staff member you have been dealing with.
2. Often, they can resolve the matter straight away.
3. If not, they may refer the matter to the company director.
4. Details of our team and our contact information is on our website <http://www.kmcompliance.co.nz/about-us/>
5. Contact details are on <http://www.kmcompliance.co.nz/contact-us/>
6. You can use the "send us a message" form on our website contact us page, or
 - a. Post: PO Box 5235, Dunedin CBD, Dunedin 9054
 - b. Email: info@kmcompliance.co.nz
 - c. Phone: 03 477 5996
7. Please provide your contact details including:
 - a. Full Name
 - b. Contact Phone number
 - c. Email address
 - d. And a short, clear description of the nature of your feedback or complaint.
 - e. Any relevant supporting documents.

What will we do in response?

We will contact you to acknowledge we have received the feedback or complaint.

We will enter your feedback or complaint into our database, and contact the relevant staff members to investigate. If we need further information, we will contact you. We will try to get back in touch within 20 working days. If it is going to take longer due to needing further information or it is a complex matter, we will let you know.

Not happy with our response?

You can contact the Office of the Ombudsman:

Website: <http://www.ombudsman.parliament.nz/>

Email: info@ombudsman.parliament.nz

Fax: 04 471 2254

Post: The Ombudsman, PO Box 10152, Wellington 6143

They will want to know what steps you have taken to resolve your complaint and any other relevant information.