



How to make a complaint

Westpac New Zealand



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



About this book



This book is from Westpac New Zealand.



This book is about how to make a **complaint**.



A complaint is when

- you are **not** happy

and

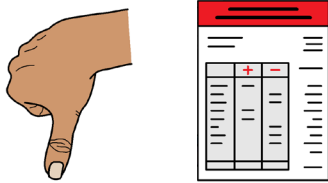


- you ask us to fix something.



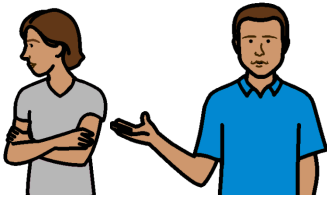
We want to do a good job.

Tell us what you think



Tell us if you are **not** happy with

- your account



- how our staff treated you



- something else.



When you make a complaint we will

- try to help you quickly



- be kind and fair



- tell you how long it will take to fix the problem.

How to make a complaint



You can tell us about your complaint in different ways.



You can call us.

Call 0800 400 600



You can go to a bank branch.

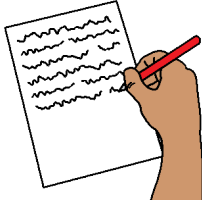


You can go to our website.

westpac.co.nz



Search for **feedback and complaints**.



You can write to us.

Post your complaint to

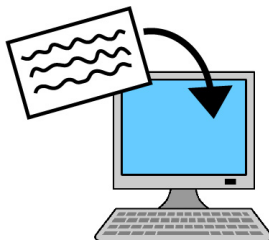


Westpac Customer Solutions

Freepost 125 436

PO Box 934

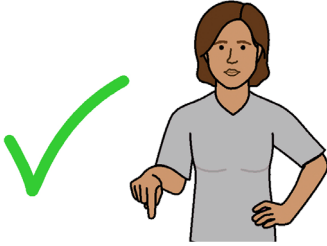
Auckland 1140



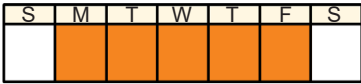
Email your complaint to

customersolutions@westpac.co.nz

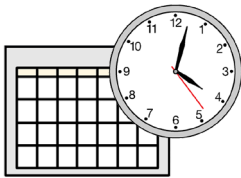
What we will do



We will try to fix the problem straight away.



If we **cannot** fix the problem straight away we will try to fix it in 5 business days.



We will tell you if we need more time.



We will give you reasons for our decision about your complaint.



If we **cannot** fix the problem we will

- tell you why

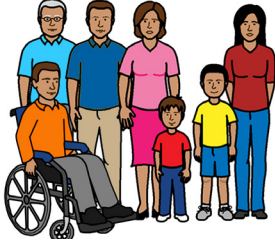
and

- see what we can do to help you.

Help to make a complaint



You can get help to make a complaint.

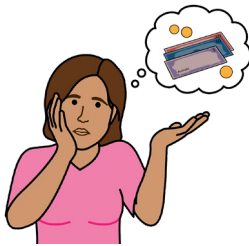


You can ask someone you trust to help you.

For example, a family member or friend.



You can ask a **financial adviser** to help you.



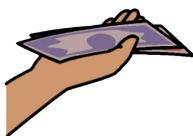
A financial adviser can help you make decisions about your money.



You can ask a **lawyer** to help you.



A lawyer helps people with questions or problems with the law.



You might need to pay to talk to a lawyer.



You can get help to talk to us

If you do not speak English

You can ask us for an **interpreter**.

Call 0800 400 600



An interpreter gives your message from one language to another.

For example, Maori to English.



If you use sign language

You can book an iSign New Zealand sign language interpreter for a meeting in person.

Website [isign.co.nz](https://www.isign.co.nz)



If you have a hearing or speech impairment

You can use the New Zealand Relay Service.

Website [nzrelay.co.nz](https://www.nzrelay.co.nz)

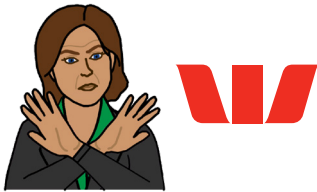
If you are still not happy



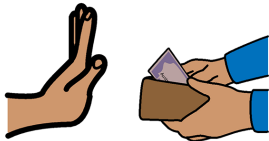
If you are **not** happy after your complaint to us you can talk to the **Banking Ombudsman**.

The Banking Ombudsman

- helps people fix banking problems



- is **not** part of Westpac

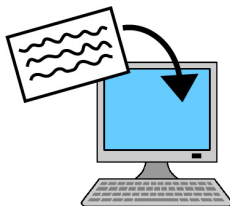


- is a free service.

If you want to talk to the Banking Ombudsman, contact them as soon as possible.



Call 0800 805 950



Email help@bankomb.org.nz



Website bankomb.org.nz



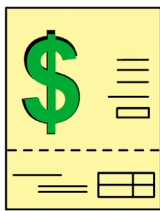
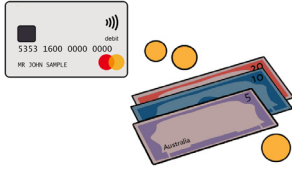
Other ways we can help

You can talk to us if you need help managing your

- money

or

- bills.



Call us to ask about ways we can help you.

Call 0800 400 600

You can go to our website to find more information.

westpac.co.nz



Search for **extra care**.

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