

PlaceMakers commitment to you

- At PlaceMakers we take pride in standing behind our promises to deliver your rights as a customer.
- At PlaceMakers we want to provide great customer service, making sure your experience with us is everything you expect and more.
- Customer satisfaction is extremely important to us and we aim to resolve all problems and complaints to your satisfaction quickly and effectively.
- If for any reason you are unhappy with the service or experience you have received from PlaceMakers, please let us know so that we can remedy the situation.

Your rights as a PlaceMakers customer

You have the right:

- to be treated with courtesy, respect and fairness at all times.
- to have access to information about your account or transactions with us and any feedback that you have provided.
- to provide feedback or raise a complaint if you are unhappy in any way.
- to seek independent advice or assistance if you are not satisfied with PlaceMakers' resolution of your complaint.

Raising a complaint or providing feedback to PlaceMakers

On-line:

- Complete our Compliments and Complaints feedback form on our website

In Store:

- Discuss your complaint with one of our branch staff members, or
- Complete one of our 'Help Us, Help You' feedback forms

Call us:

- Contact your local PlaceMakers branch, or
- Contact our National Office and ask for our Feedback Administrator

Write to us:

PlaceMakers Customer Feedback
Private Bag 14942
Panmure, Auckland 2008

If you are raising a complaint, please ensure that you clearly explain the issue and state that it is a complaint.

Alternatively, PlaceMakers staff, at your local branch, can assist you in raising a complaint and ensuring that the appropriate team manages and resolves your complaint.

What happens if you raise a complaint

If you have visited or called your local PlaceMakers branch to raise a complaint, where possible, your complaint will be resolved there and then. If further investigation is required we will advise you of an expected resolution time. We will also give you sufficient information to ensure you can inquire about the progress of your complaint.

If you raise a complaint through our website or by a letter, it will be acknowledged within 2 working days from when we receive it. We may need to contact you to further understand your complaint or to obtain additional details.

PlaceMakers will keep you informed of progress and the expected resolution timeframe, or if the problem is of a very complex nature and will exceed the initial resolution estimation.

It is our aim to achieve a resolution within 20 working days and we will keep you fully informed of the outcome of our investigation. If your complaint is of a complex nature it may take longer than 20 working days to achieve a resolution and we will keep you informed of the expected timeframe.

Further assistance

If you are unhappy with the resolution or investigation of your complaint with PlaceMakers, please contact the National Office Feedback Administrator at our National Office.