

Development West Coast's external dispute resolution scheme



If the complaint cannot be resolved within 20 working days of the first receipt of the complaint (excluding any days taken by the Complainant to advise that they were not satisfied with the initial response), the Complaints Committee shall notify the Complainant in writing that it has good reason to extend the time for resolving the complaint, and advise of that reason.

DWC shall resolve the complaint and respond to the Complainant within 40 working days (excluding any days taken by the Complainant to advise that they were not satisfied with the initial response) of the receipt of the complaint.

Phase Three

If the complaint cannot be resolved within 40 working days or if the Complainant is not satisfied with the response, the Complainant may direct their complaint to DWC's external Dispute Resolution Scheme, Financial Services Complaints Ltd (FSCL), within 2 months of being informed.

www.fscl.org.nz

Email: info@fscl.org.nz | Phone: 0800 347 257