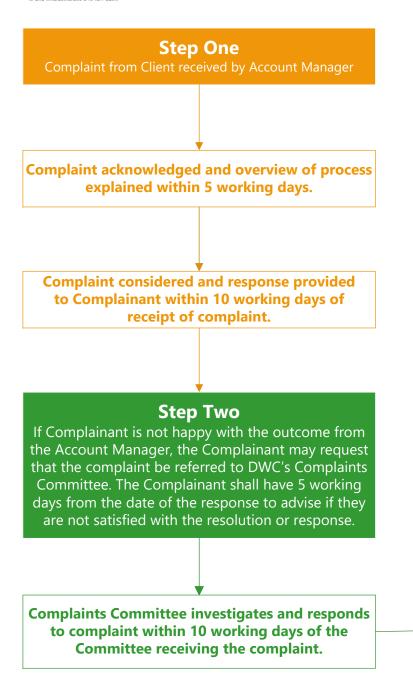


## Development West Coast's Complaints Process



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.

## **Step Three**

If the complaint cannot be resolved within 40 working days by DWC or if the Complainant is not satisfied with the response, the Complainant may direct their complaint to an external body (e.g., Financial Services Complaints Ltd, Ministry of Social Development, or other associated guiding body) within 2 months of being informed.