

# How to make a complaint to ANZ



**Published: September 2023**

## About this guide



This Easy Read guide is from  
**ANZ Bank New Zealand Limited.**



When you see the words **we / us** in this guide it means **ANZ.**



This guide tells you how you can make a **complaint** to ANZ.



A **complaint** is when you:

- tell us what you think has gone wrong
- ask for things to be changed.



We always try to do our best for our customers.



Sometimes we get things wrong.

Some reasons you might want to make a complaint include:



- we did something wrong
- we did not treat you in the right way
- we did not help you enough.



It will not cost you any money to send us your complaint.



It is okay to ask someone to support you to make a complaint.



You could ask someone you trust to support you with your complaint like:

- a friend
- a member of your family / whānau
- someone else who supports you.



You can find the full guide to making a complaint on the ANZ **website** at:



**[anz.co.nz/about-us/complaints](http://anz.co.nz/about-us/complaints)**

# How to send us your complaint



There are a few ways you can send us your complaint.

You can:



- **phone** us on:

**0800 560 555**



- send us a message using our **online form** at:

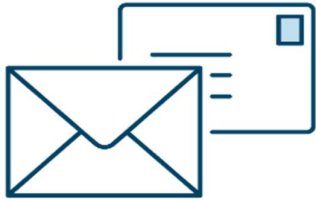
**help.anz.co.nz**



- use our **goMoney app** on your smartphone



- visit any **ANZ building** called a branch.



You can also **post a letter** to:

**ANZ Customer Relations**

**FREEPOST Authority 178634**

**Private Bag 92210**

**Victoria Street West**

**Auckland 1142**



You do not need to put a stamp on your letter to us.



If you write to us you should tell us:

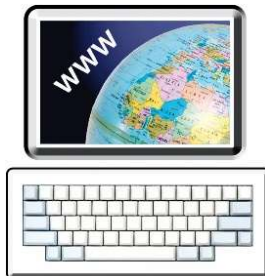
- your name
- how we can get in touch with you
- what your complaint is about.





If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service on their **website** at:

**[nzrelay.co.nz](http://nzrelay.co.nz)**

# Before we look at your complaint



Before we look at your complaint we may need to check that you are who you say you are.



To do this we might ask you to show us a form of identification called **ID**.



Your **ID** could be your:

- passport
- birth certificate
- New Zealand Driver Licence
- Kiwi Access card.





## What we will do



We will listen to your complaint.



We will be fair when we look at your complaint.



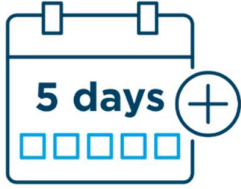
We will tell you about the things we might do to put things right.



We will try to:

- answer your complaint quickly
- put things right as soon as we can.





We will tell you if:

- we think it will take us more than 5 days to answer your complaint
- we cannot do things to fix your complaint.



We might write to you about your complaint if:

- your complaint is **complicated**
- you ask us to
- your complaint is about **money problems**.



**Complicated** means we need to look at lots of different things about your complaint.





**Money problems** is when you:

- do not have enough money to buy the things you need
- cannot pay your bills.



You should tell us straight away if you have money problems.

We will do our best to support you as soon as we can.

## If you are not happy



We want you to be happy with how we deal with your complaint.



If you are not happy with how we have dealt with your complaint you can contact the **Banking Ombudsman Scheme**.



The **Banking Ombudsman Scheme** supports people with complaints about banks.



It will not cost you any money to get support from the Banking Ombudsman Scheme.



The Banking Ombudsman Scheme is independent.



**Independent** means that they:

- make their own decisions
- are not part of ANZ or any other bank.



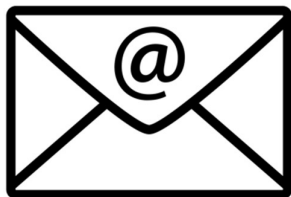
You can get in touch with the Banking Ombudsman scheme by:

- **phone** on:

**0800 805 950**

- **email** at:

**[help@bankomb.org.nz](mailto:help@bankomb.org.nz)**





You can also visit the Banking Ombudsman Scheme **website** at:

**bankomb.org.nz**



You can also **post a letter** to:

**Banking Ombudsman Scheme**

**FREEPOST 218002**

**PO Box 25327**

**Wellington 6140**



You do not need to put a stamp on your letter to the Banking Ombudsman Scheme.



This information has been written by ANZ Bank New Zealand Limited.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



Make it Easy uses images from:

- [Changepeople.org](http://Changepeople.org)
- [Photosymbols.com](http://Photosymbols.com)
- [SGC Image Works](http://SGC Image Works).



Some images have been supplied by ANZ.



All images used in this Easy Read document are subject to copyright rules and cannot be used without permission.