

Complaints or feedback

Have a query, feedback, or complaint?

If you have any questions, feedback or a complaint about our products or service you have received, we want to hear from you and try to clear things up and/or put things right.

What do I do if I have a question or feedback?

We have many different channels that you can contact us on, however we find that the best way is via:

Feedback	New Zealand	Australia
Email	admin@htsystems.co.nz	admin@htsystems.com.au
Website	www.htsystems.co.nz	www.htsystems.com.au

We'll endeavour to get back to you on the same day. Remember to provide your contact details so that we can get back to you.

What do I do if I have a complaint?

While we always try to get things right sometimes this will not be the case. As a first step, contact the HT Systems person that you have been dealing with and explain your concerns. They will try to resolve the matter straight away. If they can't, they may refer your concerns to our Management or Board to review.

You can write to us with the details of your complaint:

Complaints	New Zealand	Australia
Post	65 Middleton Road, Upper Riccarton, Christchurch 8041, New Zealand	14/3 Robertson Street, Narrabeen, NSW 2101, Australia
Email	complaints@htsystems.co.nz	complaints@htsystems.com.au

Please also provide a short, clear description of the reasons for your complaint together with any relevant supporting documents.

Next steps

If you have sent us a complaint and given us an email address, we will send you an email confirming we have received your complaint. Otherwise, we will write to you acknowledging your complaint.

We will investigate your complaint and contact you to work through the issue. You should expect a response from us within 1 – 3 weeks. If we need to take longer because, for example, we need to get additional information or it is a detailed matter, we will let you know.

What should I do if I am not satisfied with the outcome of the complaint?

You have the right to raise your concerns with:

Unresolved complaints	New Zealand	Australia
Who	Office of the Ombudsman	ACCC
Phone	0800 802 602	1300 302 502
Email	info@ombudsman.parliament.nz	N/A
Web	www.ombudsman.parliament.nz	www.accc.gov.au