Slingshot Complaints Policy

Providing the best customer service is really important to us, and this includes how customer complaints are handled. The following explains just how we do this.

Making it easy for you

You shouldn't have to jump through hoops just to get heard, so we've made the complaint process as simple as possible. If you want to make a complaint, Slingshot's helpful Customer Service team will be your main port of call. They can be reached in a few different ways…

Phone

You can call us any day of the week, on 0800 89 2000. We always try to get things straightened out in your first phone call, and our Customer Service Representatives have been specially trained to sort out most issues on the spot. Slingshot stands behind its Customer Service Representatives. If, however, you would like your issue to receive further attention there are a couple of options:

1. Our Customer Service Representative can record your complaint to be escalated to a supervisor for further investigation. You'll be given a unique reference number to help track your complaint and a supervisor will be in touch.

2. You can ask to chat with a supervisor on the phone. And if you're unhappy with the supervisor? Then you can ask for a review. A supervisor can also request your complaint to be reviewed on your behalf and provide you with a unique reference number to help track your complaint.

Write

Slingshot prefers to talk though complaints by phone, because it's usually quicker to sort things out that way. But if you'd rather write, then that's fine too. Here's how:

- Via the internet - go to www.slingshot.co.nz/help and click on Contact Us.
- By fax – our toll-free fax number is 0800 89 22 22
- By post – our postal address is:

  Slingshot Customer Service Team
  PO BOX 108-109
  Symonds Street
  Auckland Central
  AUCKLAND

Complaint Review Process

If you've sent us your complaint in writing or your complaint has been escalated by a Customer Service Representative or supervisor, the issue will be passed on to the Slingshot Complaint Review Team.

You can then expect a call, or letter if you prefer, from a Complaint Review Officer which will let you know that your complaint is being looked at and an approximate timeframe for the review. They will also provide your unique reference number and their direct contact details.

Complaining outside of Slingshot

If the team at Slingshot can't resolve your complaint, you are welcome to take your complaint to a third party for arbitration. We believe that following our internal process will result in a satisfactory resolution, so please ensure you undertake the steps listed above before seeking third party assistance.

Nothing in this policy document limits or detracts from your rights under our standard Terms and Conditions, the Fair Trading Act, the Consumer Guarantees Act or any other laws.

You do not have to follow the complaint handling procedures in this document. You are always free to take independent action to enforce your rights. However, we believe that these complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.