

# How to make a complaint

At UniMed we strive to provide an outstanding customer service experience and empathetic support to our Members. However, occasionally things can go wrong or you are unhappy with a decision we have made.

## How to make a complaint

To make a complaint, we encourage you to put it in writing (email or letter). But if preferred, you can speak with us directly.

Please also provide us with any information or documentation that supports your complaint, to help us fully understand it.

### Email us at:

feedback@unimed.co.nz

### Write to us at:

Complaints Officer, UniMed, PO Box 1721, Christchurch 8140

### Freephone:

0800 600 666

### By using our online Feedback Form:

available on our website.

We will acknowledge your complaint within two business days of the date we receive it (or if it is not practicable to do so, as soon as possible after that time).

We aim to resolve a complaint within 10 business days. Please be aware though that it can take time to receive information from third parties (e.g. Doctors) when we are considering your complaint.

If we can't resolve your complaint within 10 business days, we will contact you to talk through the next steps.

## We can escalate your complaint

If you are unhappy with a decision, service, or other experience you have had from us, please let us know. If the first person you have communicated with is unable to resolve your complaint, this will then be escalated as follows:

1. Team Leader
2. General Manager
3. Chief Operations Officer
4. Chief Executive Officer
5. Board

## The Insurance & Financial Services Ombudsman can review our decision

If your complaint has been fully investigated by us and you're not satisfied with the outcome, you can refer your complaint to the Insurance & Financial Services Ombudsman (IFSO) for review.

The IFSO Scheme is a free and independent service designed to help resolve disputes between financial service providers and their customers. You can contact IFSO:

- By email at [info@ifso.nz](mailto:info@ifso.nz)
- In writing: IFSO Scheme  
PO Box 10-845, Wellington 6143
- By freephone, on 0800 888 202

## Get in touch

The team at UniMed is available to discuss your plan, and answer any questions you may have.

**Phone:**

0800 600 666

03 365 4048

**Email:**

[feedback@unimed.co.nz](mailto:feedback@unimed.co.nz)

**Address:**

Level 3, 165 Gloucester Street

PO Box 1721

Christchurch 8140

**UniMed**

[UNIMED.CO.NZ](http://UNIMED.CO.NZ)