

Raising Concerns With Our Service

Have a query or complaint?

While we always try to get it right sometimes this is not the case. So, if you have questions or a complaint about the service you have received, you can contact us. We will investigate your concerns and get back to you.

What should I do first?

As a first step, contact the staff member you have been dealing with and explain your concerns. That staff member will try to resolve the matter straight away. If they can't, they may refer your concerns to our complaints team to consider. You can also contact our complaints team yourself.

What do I do if I have a question?

If you have a query, you can contact us, and we will discuss this with you.

How do I send a complaint?

You can write to us with the details of your complaint, email, or contact our complaints team to discuss your concerns. Contact us:

Deliver to: Unit 3, 73 Kenepuru Drive, Porirua

Email: jo@virtuosostings.vo.nz

Phone: 0210 237 7665

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.