



# Complaint Brochure

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# We value your opinion

AgentRisk believes that the key to a stellar relationship between any organisation and its clients lies in open and honest communication.

While we welcome all positive comments you may have, it is equally important for us to know when you have a problem so that we can resolve it and retain your confidence. At the same time, we use your feedback to continually improve the quality of products and services we provide to you and other clients.

## Our Complaint Handling Policy

To ensure that we handle complaints fairly, efficiently and effectively, we have developed a detailed complaint management system, intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

Our Complaint Handling Policy is publicly available for your review through our website.

To view or download our Complaint Handling Policy please visit

[www.agentrisk.com/pdf/complaintpolicy](http://www.agentrisk.com/pdf/complaintpolicy).

## How to make a complaint or provide feedback

Here's a quick and easy step-by-step reference to help you make a complaint and ensure your concern is resolved as soon as possible.

### Step 1: Start at the source

If a problem occurs, it is generally easier to check the facts and come to a resolution at the point where the problem originated. This may simply entail a quick telephone call or email. Save

yourself valuable time by collecting all the relevant information before you make your initial contact.

- a. Assemble all supporting documents concerning your complaint, paying special attention to the date(s).
- b. Obtain the names of any employees that were involved.
- c. Clarify the circumstances in your own mind and determine what you would like us to do
- d. Call us

The sooner you contact us, the sooner we can begin working on a solution.

## Step 2: Escalate the complaint

If your problem is not resolved to your satisfaction with your first contact, we encourage you to escalate your complaint by mail or email to the appropriate contact details listed below. Once we receive your complaint, we will do our best to resolve the issue quickly, typically within 10 business days. If it takes longer, we will contact you and follow up accordingly. When contacting us, make sure include a telephone number where you can be reached.

## Contact details where you can reach us

There are a variety of ways you can express your concerns or provide feedback about your experiences with AgentRisk. We encourage you to get in touch with us, either by telephone, email or mail.

If you encounter a problem or want to offer us your feedback, please contact us at any of the following:

Telephone number: 315-925-7475

Email: [support@agentrisk.com](mailto:support@agentrisk.com)

Mail: Jon V, Inc. d/b/a AgentRisk  
4143 Via Marina  
#819  
Marina Via Rey, CA 90292

If you want to file an official complaint please fill in AgentRisk's Complaint form, found online at [www.agentrisk.com/pdf/complaintform](http://www.agentrisk.com/pdf/complaintform) and send it to us via mail or email at the addresses found above.

