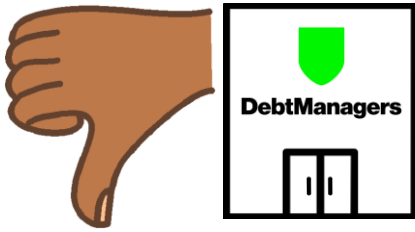




**There is a problem.  
You want to complain.**



You are **not** happy.  
It is about Debt Managers.



It may be staff did **not** listen to you.

Or



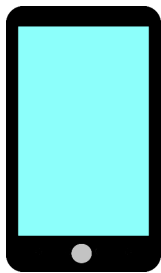
You had to pay too much money.



We want you to tell us.  
We will try to fix the problem.



Talk to our Complaints Manager.  
They are part of Debt Managers.



Call            0800 683 738.  
Ask for the Complaints Manager.

Or

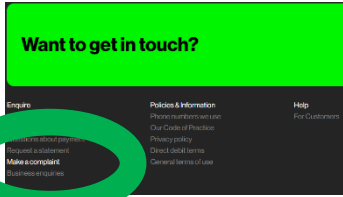


Email            [complaints@debtmanagers.co.nz](mailto:complaints@debtmanagers.co.nz)

Or



You can use our website.  
Go to            [www.debtmanagers.nz.co](http://www.debtmanagers.nz.co)



Go to the bottom of the page.

Click on the words **Make a complaint**.

**Make a complaint**



A new page opens. It is the form.

**Make a complaint**

If there's something you aren't happy about, we're here to help. Please fill out this form to raise a complaint, and provide as much detail as you can. One of our team will get back to you within two business days.

Note: Fields with an asterisk are required.

**First Name\***

  
**Middle name(s)**  
**Last name\***  
**CCID / Reference number**  
**Email\***  
**Phone number**

Type in the form. Tell us why you are **not** happy.



**You are still not happy**



You can talk to a different place.

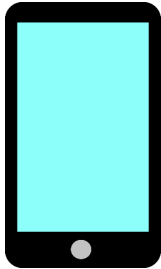


Your case manager will tell you

- who to call
- the phone number.



## You want to know more



Talk to Debt Managers.

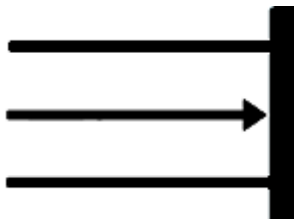
Call            0800 683 738.



Look at our website.

[www.debtmanagers.co.nz](http://www.debtmanagers.co.nz)

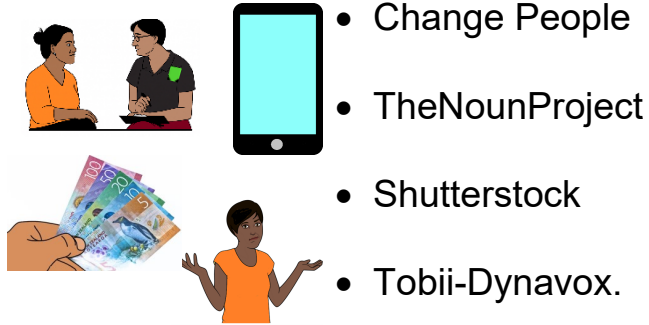
You can ask a person to help you.



This is the end of this fact sheet.

## Images

We can use images from



- Change People
- TheNounProject
- Shutterstock
- Tobii-Dynavox.



This fact sheet is based on information from the Debt Managers website and brochures. 2025.

[www.debtmanagers.co.nz](http://www.debtmanagers.co.nz)



Access Easy English wrote the Easy English.

September 2025.