

Incidents and complaints

Record each complaint, incident and privacy breach, keep the evidence and never miss a deadline.

For any small business

What it is for

One log for complaints, incidents and breaches, with deadlines counted in New Zealand working days and flagged when due soon or overdue. It records and reminds. You decide and you send.

How to use it

1 Start

Select **Log a complaint** on the Complaints tab.

2 Describe it

Write the facts only. Add your client reference and the date the firm received it.

3 Say how it arrived

Choose how it reached you, then the complainant, product and insurer where they apply.

4 Log it

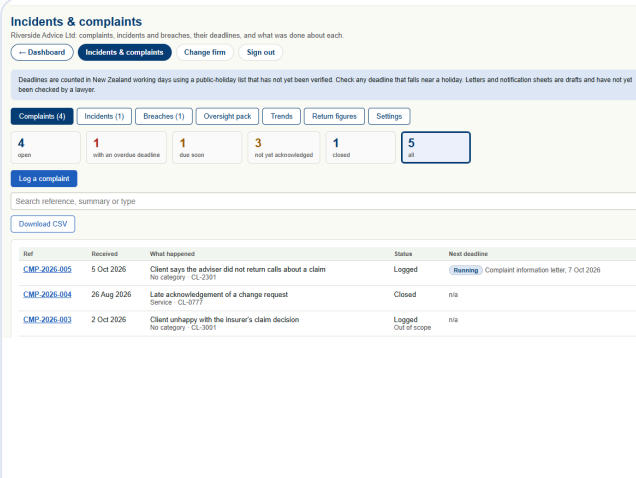
Select **Log the complaint**. Verfapp shows each deadline and what needs attention.

5 Work the deadlines

Open the item to record what you did and when. Letters and notification sheets are drafts for you to check.

6 Use the other tabs

Log **Incidents** and **Breaches** the same way. **Trends**, **Oversight pack** and **Return figures** are worked out from your records.



Incidents and complaints, with sample data.

Before you start

- Anyone on the team can log an item. Do it the same day.
- Use a client reference, not a client name.

Good habits

- If someone is unhappy and expects a response, treat it as a complaint even if they do not use the word.
- Check any deadline that falls near a public holiday.
- Keep client names out of summaries.

How you sign in

Opens with a code we email to your administrator, because it holds more sensitive records.

Verfapp supports your compliance. It does not certify it, and it is not legal advice. Screens shown use sample data.

Need a hand?

We are happy to walk you through it.

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