

COMPLAINTS POLICY

GOODS AND SERVICES OMBUD

Kindly take note that all complaints received should be dealt with immediately and with the necessary sense of urgency.

In the event of receiving a complaint, either written or telephonic, the following procedures should apply:

- Confirm receipt of complaint in writing **on the same day** that the complaint is received;
- Complaints must be resolved/declined within **15 business days** upon receipt or on an extended time period as agreed in writing with the complainant;
- Ensure that a copy of The Consumer Goods and Services Code of Conduct is available to the complainant and reassure the complainant, that the business will deal with the complaint in terms of this said Code;
- Provide a brief description of the processes to be followed internally as well as by the third party (if applicable);
- Reassure the complainant that the matter will receive the necessary attention it deserves;

- Complete the Complaint Register thoroughly (see attached annexure);
- The complaint should immediately be channelled/escalated to the responsible person/manager;
- Should the complaint involve a third party, the responsible person/manager needs to notify the relevant stakeholder(s) in writing. The third party needs to revert back in writing pertaining to the steps to be followed and remedies being taken. The responsible person/manager needs to inform the complainant accordingly;
- Please note that on receipt of a complaint the recipient should refrain from justifying or defending the business's position. This situation should not be viewed as an opportunity to argue with the complainant nor to embark on providing any excuses to discredit the complaint;
- Should the nature of the complaint warrant an extensive investigation into the matter and require further evidence to be gathered that will result in a delayed outcome, the complainant should be notified with the necessary facts and agreed on an extension in writing of the **15 business day period**;
- All correspondence with the complainant should be documented to avoid any further disputes between the complainant and the business;
- Ensure that the complainant is informed of his/her right to refer the matter to the Consumer Goods and Services Ombud if the matter is not resolved within **15 business days** or the agreed extended period. Contact details of the Consumer Goods and Service Ombud is Tel: 0860 000 272, e-mail: info@sgso.org.za, website: www.sgso.org.za and fax: 086 206 1999;

Take note that all complaints should be explicitly documented and communicated on a regular basis to the relevant director, owner or manager for future record purposes. Sound decision-making pertaining to possible risk areas and/or pitfalls can be applied based on these statistics gathered.