



COMPLAINTS PROCEDURE

FSP Licence Number : 12604

Complaints will be dealt with as follows :

1. Log the date and contents of the complaint in the Complaints Register.
2. If a complaint is not in writing the client must be asked to do so if possible. If not possible the contents must be reduced to writing by the designated staff and so recorded.
3. Acknowledge receipt of the complaint in writing within five working days of receipt and give the client the name(s) and contact details of the staff responsible for the consideration and resolution of the complaint.
4. Investigate the complaint to ascertain whether the complaint can be resolved immediately.
5. If the complaint can be resolved immediately, take the necessary action to advise the client accordingly.
6. If the complaint cannot be resolved immediately, send the client a written summary of the steps that will be taken to resolve the matter and the expected date of resolution thereof.
7. If the complaint cannot be resolved within six weeks of lodging the complaint in the Complaints Register, notify the client accordingly and advise the client of the right to :
 - proceed in terms of Rule 6 (a) and 6 (b) of the Rules on Proceedings of the Office of the Ombud for Financial Service Providers (Annexure A) ; or
 - seek legal recourse in another forum of law.
8. Update the Complaints Register with all activities and details as the process progresses.