

## FAIS MANUAL

## PROCEDURES

### Complaints Procedure

#### Objectives

The purpose of this document is to formalise our Company's commitment to resolving complaints effectively. Internal resolution provides clients with means to address their complaints in a formal and constructive manner. Internal resolution is preferred in order to reduce frustration for clients and facilitation of efficient client service. If a client remains aggrieved and cannot resolve the situation with us directly they are free to approach the relevant forum for remedial action.

#### Source of Complaints

Complaints need to be recorded and consequently we must request a client to provide a complaint in writing. The complaint is directed to a responsible person immediately after receipt and the issue is addressed as a *high priority*. Investigating the complaints and communicating the progress with clients are diarised.

Routine resolutions of complaints which amount to a misunderstanding or query are within the authority of those members empowered to do so. In the case of non-resolution and in instances where the complaint is serious, it is escalated to the key individuals for further action.

Escalation to the various FAIS Ombud must be avoided where possible, but in the same instance clients must be advised of the options available to them in the case of non-resolution.

Active Member	Step	Action Description
	1.	Written complaint requested and logged in the register and source noted
	2.	Complaint is investigated and resolved on an initial level <i>Where complaint remains unresolved:</i>
	3.	Complaint is elevated to a key individual and investigated further
	4.	Contact is made with the client in a timely and fair manner
	5.	Outcome of investigation and resolution must be communicated to complainant and recorded in the register

#### PROCEDURE END

#### Rights of complainants

- Before submitting a complaint to the FAIS Ombud, the complainant must try to resolve the complaint with our company.
- The complainant has six months after receipt of the final response from our company, or after such response was due, to submit a complaint to the Ombud.
- On submitting a complaint to the Ombud, the complainant must satisfy the Ombud of having endeavored to resolve the complaint with our Company, and must produce our final response (if any) as well as the complainant's reasons for disagreeing with the final response.
- A complaint must be submitted to the Ombud in writing or, in circumstances deemed appropriate, the Ombud may receive a complaint in any other manner which conveys the complaint in comprehensible form.
- A complaint must, where necessary, be accompanied by available documentation in the complainant's position.
- The complainant must be advised by the Ombud of the response of the respondent to the extent necessary to react to such response and to decide whether the complaint should be proceeded with, and must thereafter within two weeks advise the Ombud of such reaction and decision.
- Subsequent to lodging a complaint with the Ombud, the complainant is entitled to submit further facts, information or documentation in connection with the complaint and must do so, to the extent possible, if requested by the Ombud.

### Rights and duties of respondent

- Where a complaint cannot be addressed within three weeks by our company, we must as soon as reasonably possible after receipt of the complaint send to the complainant a written acknowledgment of the complaint with contact references of the our company.
- If within six weeks of receipt of a complaint our company has been unable to resolve the complaint to the satisfaction of the complainant, we must inform the complainant that:
  - the complaint may be referred to the Ombud if the complainant wishes to pursue the matter; and
  - the complainant should do so within six months of receipt of such notification.
- Any respondent must be informed of the complaint submitted to the Office to the extent necessary to respond thereto fully.
- Our company is entitled to submit any fact, information or documentation in relation to the complaint and must disclose relevant information or documentation to the Ombud.
- If deemed necessary by the Ombud, our company must discuss the complaint with the Ombud and furnish such further relevant information as the Ombud may require.
- A respondent is required to act professionally and reasonably and to cooperate with a view to ensuring the efficient resolution of the complaint.

1 July 2014

#### Compliance Officer

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#### FAIS Ombud

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0010

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0040

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