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## Treating Customers Fairly – Complaints Handling Procedure

## Overview

While we strive to deliver a world-class service to our customers, we aren't perfect and it is understandable that we might get things wrong at times.

This document sets out our commitment to customers regarding managing and resolving complaints. Further it sets out the appropriate steps to identify and escalate complaints that cannot be resolved.

## Making a Complaint

What do I need to include in a complaint

You need to provide us with as much information about your complaint as possible. This will help us to establish what has happened and what we can do to assist in resolving the issue.

We would recommend you provide us with the following:

- Your full name and contact details e.g. your telephone numbers and email address;
- A brief step by step account of the background and circumstances of your complaint;
- What you would like to achieve from making your complaint; and
- Your permission for us to use all the information provided by yourself to resolve your complaint.

## How you can monitor your complaint

While your complaint is being investigated, we will provide you with progress updates to keep you updated of what is happening. You can also contact us to check the process of you complaint.

The steps we take to resolve complaints

We will try and resolve your complaint as soon as possible. However, if we need to investigate it further, our target resolution timeframe would be to resolve the issue within 5 working days. .

When it comes to urgent complaints, we aim to resolve them within two working days of being received.

How to make a complaint or check the progress of a complaint

If you need to make a complaint, or would like to check the progress of a complaint, please contact us by using one of the following methods:

### Email us:

We are ready to receive your query on: [Frederik@axiomatic.co.za](mailto:Frederik@axiomatic.co.za)

[Brett@axiomatic.co.za](mailto:Brett@axiomatic.co.za)

[Hazel@axiomatic.co.za](mailto:Hazel@axiomatic.co.za)

[Grayson@axiomatic.co.za](mailto:Grayson@axiomatic.co.za)



**Call us:**

Please give us a call during office hours on +27 11 305 1957 or after hours on:

- Frederik Brand: +27 82 776 7343
- Brett Hopkins: +27 83 325 0437
- Hazel Hopkins: +27 83 325 0316
- Grayson Hopkins: +27 84 880 1461

**Fax us:**

Send a fax to us on +27 11 784 5087 and mark it for attention of Complaints Office.

**By Registered Mail:**

Send a letter by registered mail to:

**Complaints Office**

**PO Box 457**

**Stathavon**

**2031**

