



**ember**consulting™

a graviton partner

## **COMPLAINTS POLICY**

**FSP number 49618**

## **COMPLAINTS PROCEDURE**

Ember Consulting view complaints as a serious issue and all interactions with a complainant, be they existing clients or third parties, are to be conducted with the highest possible level of courtesy and professionalism.

All complaints will be managed by Mr Chris Ellis. Mr Ellis will be responsible for ensuring the complaint is brought to an effective, speedy and fair resolution.

The primary objective of these procedures is to:

- 1) Resolve the matter at hand in a fair manner
- 2) Avoid escalation to the Ombud
- 3) Identify the aspects that led to the complaint and ensure procedures are improved or established to prevent a re-occurrence.

## **SUBMITTING A COMPLAINT**

- 1) Complaints need to be submitted in writing via hand delivery, email, fax or postal service to:

Ember Consulting (Pty) Ltd

Physical Address: Block C, Country Club Office Park, 21 Woodlands Drive, Woodmead

Postal Address: P O Box 1089, Sunninghill, 2157

Tel: 073 638 2327

Email: [chris@emberconsult.co.za](mailto:chris@emberconsult.co.za)

- 2) The complaints should contain the following information:
  - a) The clients – Policy Number and Claim Number (if applicable)
  - b) The clients – Full Name and ID number
  - c) The clients – Contact details including work telephone number, cell phone number and email address
  - d) Precise details about the complaint including all dates and facts and all documentation supporting the complaint must also be attached.

## **COMPLAINTS PROCEDURE TO FOLLOW**

- 1) If the complaint is received verbally, we will acknowledge receipt of the complaint in writing within 2 working days.
- 2) We will attempt to resolve the complaint within six weeks.
- 3) If the complaint is quickly resolved to the satisfaction of the complainant, a formal written note will be sent to the complainant confirming the action taken.
- 4) If the complaint is not resolved, we will advise the complainant in writing, within six weeks with reasons for our decision accordingly, and will be informed of his rights to:  
  
Proceed in terms of Rule 6(a) and 6(b) of the Rules on Proceedings of the Office of the FAIS Ombud; or Seek legal redress in another forum
- 5) The complainant has the following recourse:
  - a) The matter may be referred to the FAIS Ombud within six months of when the notification was received that the complaint could not be resolved in your favour, or within six months of our failure to deal with the complaint.

### **FAIS OMBUD DETAILS:**

Postal Address: P O Box 74571, Lynnwood Ridge, 0040

Tel: 012-470 9080

Fax: 012-348 3447

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

- b) The matter may be referred to the relevant Ombudsman / Adjudicator if it falls within their jurisdiction.
- 6) Full details of the complaint will be stored for a period of five years