



Complaints Procedure & Form

We value client feedback and take complaints seriously. This procedure ensures fair, transparent, and prompt resolution.

Procedure:

1. Submit complaint in writing.
2. Acknowledge receipt within 48 hours.
3. Investigate complaint and provide outcome within 21 business days.
4. If unresolved, escalate to the FAIS Ombud.

Please complete the form below:

Client Full Name: _____

Contact Number: _____

Email Address: _____

Details of Complaint: _____

Date of Complaint: _____

Signature: _____