

COMPLAINTS MANAGEMENT POLICY

FSP: 54286

Purpose:	The purpose of this policy is to define PWN Consult's approach to complaints management. It supports a culture of client care, continuous improvement, and operational transparency. The policy ensures that all complaints are managed professionally, fairly, and in a timely manner, contributing to enhanced client satisfaction and service delivery.
Governance:	This policy applies to all employees of PWN Consult and covers all feedback and complaints received, regardless of the method or source, including those involving third parties such as service providers or contractors. This policy must be approved by the Company. The Key Individual is the owner of the policy.
Status Of Policy:	Implemented
Last Revision:	2 January 2025
Effective Date:	2 January 2025
Next Revision:	30 September 2025
Drafted by:	M Nel
Approved by:	Pieter Nel



1. POLICY STATEMENT

PWN Consult is committed to upholding the highest standards of professionalism and service. We welcome complaints and feedback as valuable opportunities to improve our products, systems, and service delivery. All complaints are handled in line with our commitment to fairness, transparency, and continuous improvement.

2. POLICY DETAILS

2.1 GUIDING PRINCIPLES

Our complaints management process is guided by the following principles:

2.1.1 Commitment

We recognise the right of all individuals to express dissatisfaction and are committed to resolving complaints as part of our client service framework.

2.1.2 Accessibility

Our complaints process is accessible to all clients and stakeholders, with assistance available to those who may need help submitting a complaint.

2.1.3 Transparency

We ensure clarity in how to lodge a complaint, what to expect during the process, and how outcomes are determined.

2.1.4 Objectivity and Fairness

Complaints are handled impartially, respectfully, and based on facts. All responses are guided by fair assessment and consistent procedures.

2.1.5 Privacy

Client confidentiality is respected. Personal information is handled in accordance with relevant privacy legislation and internal privacy policies.

2.1.6 Accountability

We are accountable for our decisions and actions. All complaint outcomes are documented and subject to review if necessary.

2.1.7 Continuous Improvement

We use complaint data to identify areas of improvement and implement changes that enhance service quality and customer satisfaction.

2.2 ROLES AND RESPONSIBILITIES

Role	Responsibility
Frontline Staff	Receive and acknowledge complaints, provide initial resolution or escalate as required.
Managers/Directors	Ensure effective handling of escalated complaints, support staff, and oversee process adherence.
CEO	Involved only in complex or systemic issues. Approves key communications and resolutions.
Complaints Administrator/Customer Experience Manager	Record complaints, track progress, ensure resolution within timelines, compile reports and initiate systemic improvements.
Legal Advisor	Review complaint responses where legal risk is identified.

2.3 SUBMITTING A COMPLAINT

Complaints can be submitted through the following channels:

- **Email:** info@pwnconsult.co.za
- **Phone:** 012 023 3830
- **In Person:** At PWN Consult Head Office in Southdowns, Irene
- **Online:** Via the PWN Consult website or social media channels

2.4 ACCESSIBILITY SUPPORT



We are committed to ensuring that all clients, regardless of language, disability, or other barriers, can provide feedback or lodge complaints. Assistance through interpreters or support services will be arranged where needed.

Anonymous complaints will be accepted if sufficient detail is provided to allow meaningful investigation.

2.5 COMPLAINTS HANDLING PROCEDURE

Complaints are managed through a structured four-tiered process:

1. Frontline Resolution
2. Investigation (if required)
3. Internal Review
4. External Review (e.g. Ombudsman or Regulatory Body)

Detailed procedures are set out in the Complaints Handling Procedure document.

2.6 ALLEGATIONS OF MISCONDUCT OR CORRUPTION

Complaints involving suspected fraud, corruption, or unethical conduct are handled in accordance with PWN Consult's Fraud Prevention and Protected Disclosure policies.

2.7 RECORDING AND MONITORING COMPLAINTS

All complaints are documented in the central Complaints Register. Regular analysis of complaint data is conducted and reported to management to identify trends, risks, and opportunities for improvement.

2.8 PERFORMANCE REPORTING

Key performance indicators used to measure complaints handling include:

- Time taken to resolve complaints
- Complaint resolution outcomes (valid, partially valid, not valid)
- Changes made as a result of complaints
- Number of complaints escalated or overturned

- Client satisfaction with the complaints process

Performance data is reviewed quarterly and included in the company's annual report.

3. RELATED POLICIES AND DOCUMENTS

- Client Service Charter
 - Fraud Prevention Policy
 - Protected Disclosure Policy
 - Complaints Handling Procedure
 - Privacy and Data Protection Policy
 - Communication and Media Policy
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4. DEFINITIONS

Term	Definition
Complaint	An expression of dissatisfaction regarding a service, decision, action, or delay by PWN Consult or its service providers.
Frontline Staff	Employees who engage directly with clients or the public.

5. POLICY REVIEW

This policy is reviewed every two years or sooner if required by legislative or operational changes.

