

# NEF Complaints Resolution Procedure

**We are pleased to advise that the NEF has developed an automated Complaints Resolution Procedure to facilitate the resolution of complaints received about our service.**

The aim of the procedure is to develop a culture that views complaints positively as well as to make it easier for third parties who interact with the NEF to express their dissatisfaction with the NEF's customer service. The system will assist the NEF to improve investigations and complaints by identifying root causes and trends of complaints, enabling prompt and appropriate decision making in the complaints resolution process and to communicate effectively with complainants.

**The flow chart below outlines the NEF complaints resolution procedure.**

All complaints including those sent by 3rd parties to Board members, the CEO and the EXCO should be forwarded to the Compliance Officer who works as the Complaints Officer, to the complaints email address for record purposes and resolutions;



The complaints officer shall acknowledge receipt of the complaint within 24 hours of receiving it and assign it to the relevant department;



The complaint officer shall record the complaint in the complaint register and ensure that all relevant facts and documents are included;



The Complaints Officer shall forward the complaint to the Line Manager of the relevant department if the complaint is related to such department



The relevant Line Manager should acknowledge receipt thereof and provide feedback of how the complaint was resolved within 48 working hours of receiving the complaint



The complainant must be provided with feedback of how the complaint was resolved not later than 5 working days from date of receipt of complaint

Should you have any questions or wish to gain clarity on the procedure, please send an email to Zimkitha Songxaba on [songxabaz@nefcorp.co.za](mailto:songxabaz@nefcorp.co.za)

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