

# 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



**1** All complaints received shall be acknowledged within 24 hours of receiving the complaint



**2** The Complaints Officer will assign the complaint to the relevant Line Manager for resolution



**3** The relevant Line Manager will make contact with the complainant within 3 (three) working days of having received/ been made aware of the complaint



**4** The relevant Line Manager will resolve the complaint and will keep a record of all documentation or supporting documents relating to the complaint



**5** The relevant Line Manager will record all details pertaining to the complaint and all action taken on the Complaints Register



**6** The relevant Manager will provide the complainant with written feedback on how the complaint was resolved no later than 2 (two) weeks from the date of acknowledgment of the complaint

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

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