



# PRIVATE CLIENT HOLDINGS

## COMPLAINTS RESOLUTION PROCEDURE

At Private Client Holdings we believe in long-term relationships based on a level of trust that is powerful and lasting. Open communication enables greater levels of understanding that feeds the energy levels needed to provide outstanding personal service. We greatly value your input.

In the event that you are put in a position whereby you would like to comment or make a complaint we encourage you to contact either of our directors, Grant Alexander ([grant@privateclient.co.za](mailto:grant@privateclient.co.za)) or Andrew Ratcliffe ([andrew@privateclient.co.za](mailto:andrew@privateclient.co.za)) or at our office on 021 671 1220.

Should you not be satisfied with the outcome and would like to formalise your complaint we recommend that you follow the procedure below.

### **Complaints procedure:**

- Put your complaint in writing, providing details and dates and attach relevant supporting documentation.
- Private Client Holdings will acknowledge receipt of your complaint in writing within 5 days of receipt, with the contact details of the staff responsible for the resolution of the complaint.
- Private Client Holdings will undertake to evaluate your complaint fairly and impartially and respond as soon as we have completed the investigation.
- If your complaint is not resolved to your satisfaction, you are entitled to contact the Fais Ombud (details below) within 6 months of the outcome and request that they investigate on your behalf.

Fais Ombud  
PO Box 74571  
Lynwood Ridge  
0040

Tel: 012 470 9080 or [info@faisombud.co.za](mailto:info@faisombud.co.za)