
COMPLAINTS RESOLUTION POLICY

NLA views complaints as a serious issue and all interactions with a complainant, be they our existing clients or third parties, are to be conducted:

1. with the highest possible level of courtesy and professionalism; and
2. subject to any applicable legislation.

Internally all complaints will be managed by our Complaints Managers (contact: helani@NLAteam.com; vuyani@NLAteam.com) who will be responsible for ensuring the complaint is brought to an effective, speedy and fair resolution. The primary objective of these procedures is to resolve the matter at hand and avoid progressive escalation.

The actual procedure we will follow is set out below:

- Whether the initial complaint is received verbally or in writing, it must immediately be escalated to a Complaints Manager who has primary responsibility for management of all our complaints.
- A Complaints Manager will contact the complainant within 24 hours of being made aware of a complaint, in order to:
 - verify the details of the complaint;
 - ensure the complaint is reduced to writing where such complaint was made verbally; and
 - attempt to resolve the complaint to the complainant's satisfaction within 48 hours of making contact.
- Should no such resolution be forthcoming, the complaint is to be escalated to a company director (natalie@NLAteam.com) for resolution within a further 48 hours.
- Should no resolution be possible by the company director, the complaint will be escalated to NLA's Compliance Officer (contact : nicole@NLAteam.com) for resolution or possible mediation.
- Where a complaint is resolved by any of a Complaints Manager, the company director, or NLA's Compliance Officer, such resolution must be furnished to the complainant in the form of a written advice, within 6 (SIX) weeks of the first receipt by NLA of the complaint.

- If the resolution is not favourable to the complainant, such written advice must also set out full written reasons therefor.
- Where a complaint is resolved in favour of the complainant, we will ensure that a full and appropriate level of redress is offered to the complainant without any delay.
- In the event that mediation is unsuccessful, the complainant refuses mediation, or the complainant is not satisfied with the resolution of the complaint, the complainant may refer the complaint to the following :

➤ in respect of NLA Legal Inc. :

THE LEGAL PRACTICE COUNCIL
Procforum Building
123 Paul Kruger Street
Pretoria

Tel : (012) 338-5800
Email : info@lpc.org.za
Website : www.lpc.org.za

➤ in respect of NLA Advisory (Pty) Ltd :

THE NATIONAL CONSUMER COMMISSION
Building C, SABS Campus
1 Dr. Lategan Road
Groenkloof, Pretoria

Tel : (012) 428-7000
Email : complaints@thence.org.za
Website : www.thence.gov.za

- All complaints are to be entered into the Complaints Register stored by the Complaints Managers on file or preferable electronically and available for inspection for 5 (FIVE) years from date of receipt.
 - Even where it is determined that the complaint is baseless, details are to be retained in the Complaints Register.
 - The complainant must be regularly notified in writing as to the progress of the resolution of the complaint.
 - A full report of all complaints received for each period 1 March to 28 February, and the status of any unresolved complaints, must be forwarded to the Compliance Officer by no later than 31 March each year.
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