

## **COMPLAINTS MANAGEMENT POLICY**

### **OVERVIEW**

At Standard Union Securities Limited we strive to personally and professionally demonstrate certain values in our actions. We are disciplined and reliable and engender trust and integrity. We appreciate that on occasions customers may not be satisfied with the service they receive from us and we recognize the right of any person to make complaint. We are committed at all levels of the organization to their efficient, impartial **and courteous resolution.**

### **THE COMPLAINT HANDLING PROCESS**

Complaints may be made in person, by phone, email or in writing. The client service units will receive the complaints and forward them to the Head, Client Services. All complaints should be duly logged into the complaints register for tracking.

The Head, Client Services will forward such complaints to the Managing Director for assessment. The MD will then forward such complaints to the designated personnel for resolution. (This process should be completed within 24hrs of receiving the complaints)

After a thorough investigation has been conducted, the designated personnel analyses the complaints and put in place a mechanism for prompt resolution. The compliance officer should be notified of the status of the complaints.

Proposed resolutions are forwarded to the Head, Client Services within 48hrs with appropriate approvals put in place.

A detailed resolution must be forwarded to the client immediately the complaint is resolved and where more time is required, the client must be notified, stating the reasons for the extension.

The designated client services representative must ensure that the complaints and their resolution and related correspondences are filed in a client complaints file and a copy retained in the respective client's file.

On a periodic basis, the designated personnel or the compliance officer should undertake a root cause analysis of the complaints to determine resolutions for recurring issues.

Where customer complaints have been received by the regulators and forwarded to the company for resolution, the compliance officer shall acknowledge receipt of the complaint in writing. On resolution of the complaint, a copy of the response shall be forwarded to the regulators by the compliance officer.

The complaint register should be reviewed by the Managing Director on a daily basis and must detail the following:

Date of complaint

Name of complaint

Form/Nature of complaints

Expected Resolution date

Details of review officer (name and department) as assigned by the Managing Director

Concerned units

Actual date of resolution

Complaint status whether active or close

Where clients are dissatisfied with the resolution of a complaint, they have the right to pursue such complaint until it is resolved to their satisfaction. Such case will then be re-opened and efforts will be put in place to resolve it satisfactorily.

The objective of the complaints handling process involves the following:

Manage complaints objectively and deal with them fairly, respectfully, consistently and without actual or perceived conflicting interests.

Take all reasonable steps to ensure that a complainant is not adversely affected.

Protect the rights of officers where they are the subject of a complaint.

Deal with complaints confidentially to the extent possible.

Ensure that all available information/evidence has been collected from both sides.

If you require additional information please contact us on [office@standardun.com](mailto:office@standardun.com) or call us on 8033012039, 08181283000.