

## **TFG's Internal Complaints-Handling Process**

This process covers complaints in terms of the Consumer Protection Act ("CPA") and the Consumer Goods and Services Code. It does not include credit or insurance-related complaints.

### **STORES**

1. Settle the customer's complaint at store level.
2. If this is not possible, refer the complaint to the relevant Area Manager.

### **HEAD OFFICE ("HO")**

1. Where a complaint has been escalated to HO by an Area Manager, it must be sent to the relevant Reputation Management Team within each Division.
2. The Reputation Management Team must upload the complaint on the Reputation Management System and try to resolve the matter.
3. Where the complaint cannot be resolved to the satisfaction of the customer, staff must inform the customer that he/she can refer their complaint to the Consumer Goods and Services Ombud. The following details must be given to the customer:  
"In the event of your complaint not being resolved to your satisfaction by TFG, you are entitled to approach the Consumer Goods and Services Ombud.

#### **Consumer Goods and Services Ombud**

**Website:** <http://www.cgso.org.za/>  
**Sharecall:** 0860 000 272  
**Email:** [info@cgso.org.za/complaints@cgso.org.za](mailto:info@cgso.org.za/complaints@cgso.org.za)  
**Fax:** 086 206 1999  
**Physical Address:** Association House  
Bond Street Business Park  
Cnr Bond Kent Street  
Randburg  
**Postal Address:** PO Box 3815  
Randburg  
2125"

4. In the event that the customer asks for a copy of the Consumer Goods and Services Code or a copy of TFG's Internal Complaints-Handling Process, you can tell him/her that a copy is available on our website [www.tfg.co.za](http://www.tfg.co.za)
5. Try to resolve the complaint within 15 business days of receiving the complaint.

Anna Chevreau  
23/04/2015

