

POLICY TYPE	AREA	NO	SUBJECT	REVISION	EFFECTIVE DATE	CONFIDENTIALITY
CMPL	BM	1.3	Iemas Complaints Management Policy	Original	2011	All employees

1. Definitions

Complaint: A generic term pertaining to the expression of dissatisfaction in writing in the prescribed format regarding a service/action or services/actions, of Iemas and/or its agents.

Complaints Management System: Policy, procedures, personnel and technology used by Iemas for receiving, recording, responding to and reporting on complaints.

ISO 10002-2006: The international standard for complaints management as issued by the International Organization for Standardization.

Queensland Government Directive: An Australian directive called the Queensland Government Directive 13/06 released by the Public Service Commissioner in November 2006.

2. Policy Statement

Iemas operates in a highly competitive and regulated business environment. The risk of non-compliance is a risk inherent to any services organisation.

To mitigate these risks in respect of reputation and legal compliance, Iemas intends to adopt a complaints policy in terms of which any complaint received by Iemas will be handled on merit and treated in an efficient manner.

The aim of this policy is to ensure that all complaints are dealt with timeously, independently from the operations of Iemas and in a manner that is fair towards all parties involved.

In addition, this policy will ensure that specific employees are tasked to resolve such complaints and that they possess the necessary skills and independence to manage expressions of dissatisfaction by the various stakeholders in order to ensure the best possible outcome.

Our policy principles are based on international standards such as ISO 10002-2006 and the Queensland Government Directive 13/06.

3. Applicability of Policy

This policy applies to all employees, brokers and contractors of Iemas. A complaint is only considered once reduced to writing in the prescribed format. The Policy excludes the following;

- A general enquiry made by a stakeholder
- Less serious complaints which were immediately resolved at point of contact and which have not been reduced to writing in the prescribed format by the complainant
- An attempt to resolve a problem by raising it under the guise of a complaint.

4. Principles

Iemas confirms that its Complaints Management Policy is guided by the following principles:

- Visibility and access
- Responsiveness
- Assessment and action
- Feedback
- Monitoring effectiveness.

4.1 Visibility and Access

The Iemas Complaints Management Policy makes provision for mechanisms and has established structures and strategies which ensure/provide that:

- The Iemas complaints procedure is communicated to all Iemas stakeholders
- It is communicated that complaints about Iemas policies, products or services can be lodged by any Iemas member or client
- Information about where to lodge a complaint and how to make such a complaint is readily available on the Co-operative's corporate website
- Reasonable assistance is provided to stakeholders who wish to lodge complaints at all branches countrywide.

4.2 Responsiveness

The Iemas Complaints Management Policy recognises the mechanisms and strategies which have been implemented to:

- Respond to complaints received from any stakeholder in a timely manner
- Monitor timeframes for the resolution of complaints
- Communicate with parties about the progress of the resolution process.

4.3 Assessment and Action

The Iemas Complaints Management Policy is committed to:

- Identifying trends within the Co-operative with regard to complaints that are received and investigating possible solutions to these trends
- Enabling complaints to be dealt with fairly and objectively
- Assessing the nature of complaints, how complaints should be dealt with and by whom.

4.4 Feedback

The Iemas Complaints Management Policy makes provision for:

- Providing feedback to the relevant areas of the Co-operative respect of which potential system improvements have been identified.

4.5 Monitoring Effectiveness

Iemas recognises the mechanisms which have been introduced to gather and record information with the objective of:

- Meeting any statutory, policy or procedural reporting requirements
- Identifying complaint trends
- Monitoring the time taken to resolve complaints.

5. Conclusion

Iemas confirms its commitment to the improvement of customer relations and the establishment of measures to ensure better corporate governance. The Co-operative therefore recognises that effective complaints management is considered to be an integral part of good business practice.

Recommended

Approved

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