



ANNEXURE A: IOPSA COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

Please submit all details in writing to: executivedirector@iopsa.org

Please ensure you send your mailed complaint via registered mail and that you keep duplicate copies of all information provided.

Full details of the complainant

(Registered details of the business, full names of the responsible representative of the business, physical contact details of the business, telephonic contact details of the business, email contact details of the business, IOPSA membership number where relevant).

Nature of the complaint in terms of the Code

Please provide a brief description of the nature of your complaint in terms of the relevant Code section that is related to your dispute and/or complaint.

Dispute/complaints process that has been followed

Please attach the dispute/complaints process that you have followed as a result of the STI's processes attached to your SLA.

Please provide a description of the steps followed, the contact people and their contact details and the outcome(s) of each step.

Please attach all relevant documentation in support of your complaint.

Acknowledgement of your dispute / complaint

Please be advised that your dispute/ complaint can be considered as having been initiated when you receive acknowledgment in writing of such from the IOPSA National Head office, which will include a reference number and the date of initiation of the investigation into your complaint.

Process of engagement

1. On receipt of your complaint IOPSA will review the content and liaise with the Parties concerned.
2. IOPSA will escalate to the responsible person(s) as designated to the IOPSA Insurance Forum and in the event the matter cannot be resolved will escalate to a full meeting of the IOPSA Insurance Forum, whose recommendation shall be final and binding on the Parties.
3. Please note that a written summary of the complaint/dispute will be reported to the IOPSA Insurance Forum.

See attached complaints form

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www.iopsa.org
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