

The Complaint Handling Process

1. Introduction

In the spirit of promoting the highest level of professional and ethical conduct, this DISPUTE RESOLUTION POLICY was adopted by the Board of Paratus Telecommunications (Pty) Ltd (herein referred to as “Paratus”), who resolved that each overseeing individual and staff member of the company should abide by the provisions of this policy and pledge their cooperation and commitment thereto.

The formal complaints procedure is intended to ensure that all complaints are dealt with fairly, consistently and whenever reasonably possible to the complainant’s satisfaction.

2. Basic Principles of the Complaint/Dispute Resolution System

Paratus is committed to maintain a complaint/dispute resolution system and procedures based on the following:

- a) making a complaint (which we regard as “a clear expression of dissatisfaction that requires a formal response”) is as easy as possible;
- b) we deal with it promptly, politely and confidentially (when appropriate);
- c) we learn from complaints and use them to improve our service;
- d) all informal concerns are resolved informally and speedily;
- e) Maintenance of a comprehensive complaints/dispute policy that outlines Paratus’ commitment to, and system and procedures for resolution of complaints;
- f) Transparency and visibility, ensuring that clients have full knowledge of the procedures for resolution of their complaints/disputes;
- g) Accessibility of facilities, ensuring the existence of easy access to such procedures through email, postal, telephone or electronic helpdesk support; and
- h) fairness, ensuring that a resolution of a complaint/dispute can during and by means of the resolution process be effected which is fair to both clients and Paratus and its staff.

3. How to Lodge a Complaint or Dispute

Any client who feels that he/she has been prejudiced in any way by Paratus or its staff and who wishes to lodge a complaint or dispute against Paratus must do so in writing to Paratus first, as well as provide full details accompanied by supporting documentation. At a minimum the client should provide:

- a) Bring the complaint in writing to Paratus’ attention within fourteen (14) days from the issue arising;
- b) Raise the complaint formally via the Helpdesk System and receive a ticket number;
- c) Explain the problem in sufficient detail and provide:
 - o Company Name and/or Full names
 - o Company registration number and/or Omang number
 - o Address
 - o Agreement number, Service Schedule Number (if applicable)
 - o Details of the dispute including date and time if applicable and the particular service that is affected.
- d) Allow Paratus fourteen (14) days to deal with the matter.

NOTE: That as per BOCRA compliant handling guidelines, the Service Provider should be contacted and only failing resolution may the complaint be escalated to BOCRA.

4. Internal Procedure for Handling a Complaint or Dispute

Once a complaint is received from a client, the staff member receiving the complaint will:

- a) Record the complaint in the HELPDESK system recording all the details as per above;
- b) Highlight the complaint to the Senior Administrator and Technical Coordinator
- c) Acknowledge receipt of the complaint in writing to the client within 1 week of receipt of the complaint;
- d) Delegate the complaint/dispute to an appropriate person (if applicable);
- e) Investigate and give proper consideration;
- f) Supervise and control the consideration process;

- g) Resolve the complaint successfully and to the satisfaction of the client as soon as possible and informing the client of the outcome;
- h) Offer a full and appropriate level of redress to the client without delay;
- i) Update the complaint in the HELPDESK system;
- j) Amend procedures accordingly if required;

5. Failure to Resolve a Complaint or Dispute

If the complaint is not receiving the necessary attention in the Customer's opinion the attached escalation matrix should be followed.

Should the complaint fail to be resolved in favour of the client the officer must act as follows:

- a) Inform the client that the complaint/dispute could not be resolved in his/her favour;
- b) Furnish the client with full written reasons;
- c) Update the complaint in the HELPDESK system;
- d) Request that the client confirm in writing if the dispute resolution is not acceptable.

If the customer remains dissatisfied after exhausting all the escalation options, the complaint can be directed to BOCRA as per the attached procedure.

6. Escalation Matrix

	Function / Title	Name
1	Helpdesk Coordinator	Engineer on Duty
2	Head of Support	Yvonne Juice
3	Head of Technical	Jeremy Muller
4	Managing Director	Shawn Bruwer

Landline	Email
+267 397 5030	support.bw@paratus.africa