

**ELEVATE FINANCIAL CONSULTING
(PTY) LTD**

FSP NUMBER: 50678

COMPLAINTS PROCEDURE

Should you wish to pursue a complaint against a key individual or representative of Elevate Financial Consulting (Pty) Ltd, you should address the complaint in writing to us at email address(admin@elfco.co.za)

Below is the complaints procedure that we shall follow to ensure that all complaints brought to our attention are received, handled and resolved to ensure satisfactory results for our clients. Please note that Elevate Financial Consulting (Pty) Ltd has a complaints Management Framework which further outlines the below process, this document is available upon request.

Complaints Resolution Process:

- 1. Lodge/Receive a Complaint :** The client is to submit the complaint to the FSP **in writing** to the contact details that appear on this website.

The complaint can be submitted by:

- Hand
- E-mail

(If a complaint is submitted telephonically, we will send the client an email to request the relevant details regarding the complaint. The client needs to respond and provide the requested information in writing (e.g. hand or email).

- 2. Acknowledge :** We will acknowledge all complaints within 24 hours of receipt.
- 3. Allocate a Responsible person :** We will ensure that the complaint is allocated and dealt with by a trained staff member.
- 4. Classify:** The FSP will:
 - Ensure that all potential issues are captured and classified for escalation, review, and action, as required
 - Reduce any complaint, issue or negative client interaction to writing then log and classify for action
- 5. Categorisation :** The FSP will thereafter:
 - Categorise, record, and report on reportable complaints by identifying the category to which a complaint closely relates and group complaints accordingly.
 - Narrow down the categories to the impact on clients
 - Measure the impact of the complaint by further categorising it according to the following TCF Outcomes
- 6. Investigate :** The FSP will:
 - Analyse the root cause of the complaint to enable the complaint to be appropriately dealt with and avoid, if possible, its re-occurrence
 - Identify and clarify internal and external key facts.

7. Resolve and Confirm : Ensure that the proposed resolution meets the Treating Customers Fairly Outcomes, does not prejudice the FSP or complainant, and does not involve any unnecessary legal or financial implications.

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at info@faisombud.co.za or telephone number 0860 663 274 . The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial advisor.