



DJA AVIATION (PTY) LTD

COMPLAINTS POLICY

AND

COMPLAINTS PROCEDURE

COMPLAINTS POLICY

We at DJA Aviation (Pty) Ltd are committed to the establishment and maintenance of a Complaints Policy in order to comply with the Financial Advisory and Intermediary Services Act (hereinafter referred to as FAIS Act) in the resolution of complaints.

In terms of the FAIS Act, a complaint is defined as follows:

“Complaint” means a specific complaint relating to a financial service rendered by a Financial Services Provider or Representative, to the complainant on or after the date of commencement of this Act, and in which complaint it is alleged that the Provider or Representative:

- a) has contravened or failed to comply with a provision of this Act and that as a result thereof, the complainant has suffered or is likely to suffer financial prejudice or damage;
- b) has willfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- c) has treated the complainant unfairly “

We confirm as follows:

1. The procedures to be taken in order to lodge any complaints will be made readily available to our clients
2. We will attend to, and resolve any complaints timeously and fairly
3. All relevant staff will be trained with regard to the resolution of complaints in accordance with the relevant provisions of the FAIS Act
4. Records of all complaints will be kept for a minimum period of 5 years
5. When the outcome of a complaint is not in favour of the client, the client will be given written reason(s) and will be advised that the complaint may be pursued, within a 6 months period, with the Ombud whose contact details are provided herein.

DJA Aviation (Pty) Ltd

Reg. No. 1971/000601/07. An Authorised Financial Services Provider (FSP No.15808)

Building 8, Parc Nicol Office Park, 3001 William Nicol Drive, Bryanston, 2191, South Africa

P O Box 71626, Bryanston, 2021 • Telephone: +27 11 463 5550 • Telefax: +27 11 463 5551

Directors: D.A. Fisher, M.P. Gill, C Kirstein, J. Herman, J.I. Nieuwoudt, G.J. Speller (British), L.B. Williams



We are, by the implementation of our Standard Operating Procedures (SOPs) committed to ensuring that instances, which may give rise to complaints, are avoided.

COMPLAINTS PROCEDURE

1. A Complaint Form must be completed by the client and submitted to DJA Aviation (Pty) Ltd for the Attention of the Complaints Manager who will record the complaint in the Complaints Register
2. The Complaints Manager will, after identification of the relevant representative, ensure that the complaint is submitted to the appropriate Team Leader/Director
3. The Team Leader/Director will acknowledge receipt of the complaint to the client within 5 working days of receipt of the complaint and proceed to resolve the matter in a timeous and fair manner.
4. Should the Team Leader/Director not be in a position to give the matter due consideration, the complaint must, within 5 working days of receipt, be referred to a senior Director.
5. If the complaint is unresolved within 21 days of receipt from the client, the Team Leader/Director/Senior Director must advise the client in writing, providing a full explanation of the reason for the delay.
6. If the complaint is still unresolved after a period of 42 days, the Team Leader/Director/Senior Director must advise the client giving full details and reasons for the lack of progress. In addition, the client must be advised of their right to seek legal redress with the FAIS Ombud and that this right must be exercised within a 6 months period from date of our letter/communication.
7. Upon finalisation of the matter, the Team Leader/Director/Senior Director, must inform the Complaints Manager of the outcome.
8. The Complaints Manager will record the matter in the Complaints Register

Contact details for the Ombud:

Advocate Nonku Tshombe

P O Box 74571

Lynnwood Ridge

PRETORIA

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Telephone: (012) 470-9080 to (012) 762-5000

E-mail address: info@faisombud.co.za

Website: www.faisombud.co.za

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COMPLAINT FORM

ATTENTION: The Complaints Manager
P O Box 71626
Bryanston
2021

Fax No: (011) 463-5551 for Attention Complaints Manager
E-mail: Carolk@dja-aviation.co.za

NAME OF INSURED _____

Postal Address _____

Telephone Number _____

Mobile Number _____

Fax Number _____

E-mail address _____

Aircraft and
Registration Number _____

COMPLAINT (Please advise circumstances giving rise to complaint)
Complete below or attach full details

Signed: Date: