



Contact Details

+27 65 291 3731
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Registered Address

60 Joubert Street
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Physical Address

Unit 3B Waterside Place
19 Carl Cronje Drive
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COMPLAINTS MANAGEMENT POLICY

Table of Contents

Definitions: 2
Policy: 2
Scope: 2
Commitment: 2
Complaints Resolution Procedure: 2
Review and Improvement: 4
Complaints Form: 5



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Definitions:

- Complaint: Any expression of dissatisfaction, whether justified or not, regarding our services, products, or agreements with our businesses or service providers.
- Complainant: The individual/Client submitting a complaint.
- Financial Services Provider: Sithundhi Group (Pty) Ltd.
- Juristic Representative: Maono Global Markets (Pty) Ltd

Policy:

The purpose of this Complaints Management Policy is to ensure effective management and resolution of complaints within Maono Global Markets an authorised Juristic Representative of Sithundhi Group (Pty) Ltd. Our objectives are to:

- Treat customers fairly.
- Safeguard and enhance our reputation.
- Improve operational efficiency.
- Foster positive relationships and facilitate growth.

Scope:

This policy applies to all complaints arising from services provided by our employees or consultants acting on behalf of Maono Global Markets (Pty) Ltd an authorised Juristic Representative of Sithundhi Group (Pty) Ltd.

Commitment:

We are committed to:

- Training and empowering our staff to handle complaints efficiently and effectively.
- Addressing complaints promptly, fairly, and transparently.
- Providing appropriate redress to complainants if their complaint is substantiated.
- Supplying written explanations for decisions if the complaint is not resolved in the complainant's favour.
- Maintaining a comprehensive record of all complaints for a period of five years.
- Conducting root cause analysis and implementing measures to prevent recurring complaints.

Complaints Resolution Procedure:

- We will provide clients with a copy of the Complaints Procedure.



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- Complaints must be submitted in writing and include the complainant's name, contact details, a detailed description of the complaint, relevant dates, the name of the service provider, and preferred method of communication.
- Upon receipt, complaints will be promptly recorded in our Complaints Register, and an acknowledgment of receipt will be provided to the complainant.
- The complaint will be assigned to a qualified employee for investigation within one working day.
- We will communicate preliminary findings to the complainant within seven working days and request any necessary supporting documents.
- Relevant internal parties will review the findings to ensure a comprehensive assessment of the complaint.
- Throughout the process, we will keep the complainant informed of the complaint's progress.
- In consultation with management and the Compliance Officer, a joint response to the complaint will be formulated.
- Within 14 working days of receiving the complaint, we will provide the complainant with a proposed solution or offer the option to escalate the complaint to senior management.
- If the complainant remains dissatisfied, they will be informed of their right to escalate the matter to an external authority, such as the Ombud, within six weeks.
- We will update the Complaints Register to reflect the status of the complaint.
- A thorough root cause analysis will be conducted to identify underlying issues and implement preventive measures.

Our internal process for resolving complaints aims to provide fair and effective resolutions. While we strive to adhere to the specified timeframes, they may be adjusted if necessary.

The following steps outline the procedure:

1. Submit your complaint and all related communication in writing.
 - Include your name, surname, and contact details.
 - Provide a detailed description of the complaint, including relevant dates.
 - Specify the name of the person who provided the service that led to the complaint.
 - Indicate your preferred method of communication, such as email.
2. Within one working day, we will enter your complaint into our Complaints Register and send you written confirmation of receipt.
3. We will maintain records of your complaint for five years as required by law. Please note that the chosen method of communication will affect our response time.



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- The complaint will be promptly escalated to the senior manager responsible for the relevant department. They will assign a trained and skilled person to handle your complaint effectively.
- We will investigate your complaint and provide you with our preliminary findings within seven working days of receiving it. We will also explain the reasons behind our decisions.
- The preliminary findings will be internally discussed, and within an additional seven working days, we will communicate a proposed solution to you. We will provide reasons for our decisions in all instances.
- If you remain dissatisfied with our proposed solution, you have the option to escalate the complaint to the Managing Director of our company. The Managing Director has the discretion to amend or confirm the solution. Please note that certain decisions may require approval from the management committee of the Financial Services Provider (FSP), and we will communicate this to you, along with the decision date.
- If you are still unsatisfied with the outcome, you have the right to approach the office of the Ombud for Financial Services Providers or seek advice from your legal representatives. The Ombud, appointed by the Financial Services Board, acts as an impartial adjudicator in disputes between clients and financial services providers.
- If we have not reached a resolution within six weeks of receiving your complaint, you can refer the matter to the Ombud. The Ombud handles complaints related to advice or intermediary services that have arisen after November 15, 2002. They operate independently and objectively.
- To refer a matter to the Ombud, you must do so within six months from the date of the notice where we inform you that we were unable to resolve the complaint to your satisfaction. Please note that the Ombud does not adjudicate on matters exceeding a value of R800,000.

It is important to note that, according to the Act, before submitting a complaint to the Ombud, you must attempt to resolve the complaint with the Financial Services Provider.

Ombud contact details: 125 Dallas Avenue Menlyn, Waterkloof Glen, Pretoria, 0010 Postal address: P.O. Box 74571, Lynnwood Ridge, 0040 Website: www.faisombud.co.za Tel: 012 762 5000 Email: info@faisombud.co.za

Review and Improvement:

This Complaints Management Policy will be reviewed regularly to ensure its ongoing relevance and effectiveness. We are committed to continuous improvement in our complaints handling processes to deliver optimal customer satisfaction and service excellence.



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Complaints Form:

Complaints Form
Complainant's Information
Full Name:
MT4/5 or Client Number:
Email:
Phone Number:
Complaint Details
Date of Complaint:
Employee/Agent:
Description of Complaint:



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Date of Complaint:

Service Provider Information

Service Provider Name: **SITHUNDHI GROUP (PTY) LTD**

Preferred Method of Communication:

Email:

Phone:

Signature:

Date: