

Gradidge-Mahura Investments: Complaints Policy

About us

Gradidge-Mahura Investments (Pty) Ltd, Registration Number: 2008/015332/07 (“GMI”) is an authorised Financial Services Provider (FSP No. 36327). GMI is committed to building a long-term relationship with our clients that is based on fair business practices, honesty, professionalism and trust. In light of this, GMI has established an internal complaints policy for the resolutions of complaints.

What is a complaint?

In terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 (“FAIS”), a complaint is defined as any expression of dissatisfaction from a client or prospective client relating to a financial service rendered by an authorised Financial Services Provider or representative thereof to the complainant.

The complaint should allege that the FSP or representative has:

- contravened or failed to comply with the provisions of FAIS and as a result the complainant has suffered or is likely to suffer financial prejudice or damage;
- wilfully 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;
- treated the complainant unfairly.

How to submit a complaint

Should you wish to make a complaint or provide feedback, you may contact us at the below addresses. All complaints must be made in writing.

Practice Manager
Gradidge-Mahura Investments
28 Fricker Road
Illovo
Johannesburg
2196

E-Mail: info@gminvestments.co.za

Tel:+27(0) 10 448 2200

What happens once you have submitted your complaint?

Upon receiving your complaint, the Practice Manager will:

- Log your complaint in our internal complaints register which we regularly maintain. Our Practice Manager will send you an acknowledgement of receipt within three working days of receiving your complaint.
- Request further documents/information and investigate the complaint.
- Finalise the outcome of the investigation and provide you with a written response indicating:
 - ✓ Full and appropriate redress; or
 - ✓ Reasons why the complaint could not be finalised.

When will your complaint be finalised?

Once your complaint has been received by the Practice Manager and you have been sent an acknowledgement of receipt, GMI will finalise any necessary investigations and provide you with a final response within six weeks. A complaint is only deemed to be finalised once a final response has been provided to the complainant and consensus as to the outcome has been reached.

If your complaint cannot be resolved within six weeks, GMI will inform you of this and advise on the status of the investigation and provide you with an expected timeline to resolve the matter.

Should you not be satisfied with GMI's final response, you may refer your complaint to the FAIS Ombud at the details below. Note that you must do this within six months of receiving GMI's final response (this is a requirement of the Ombud).

Physical Address

Kasteel Park Office Park
Orange Building
2nd Floor, 546 Jochemus Street
Erasmus Kloof
Pretoria
0048

Postal Address

P O Box 74571
Lynwood Ridge
0040

E-Mail: enquiries@faisombud.co.za / info@faisombud.co.za

Tel: 012 762 5000 / 012 470 9080

Fax: 012 348 3447 / 012 470 9097 / 086 764 1422

Website: www.faisombud.co.za

The FAIS Ombud may not consider a complaint if:

- the amount claimed is in excess of R800 000;
- the complaint relates to an act or omission which occurred prior to the date of the commencement of FAIS (being 15 November 2002);
- the matter is under litigation;
- the complaint was not referred to the FAIS Ombud within six months of GMI's final response.

Record keeping

In accordance with FAIS, all complaints and complaint-related information will be retained by GMI for a period of at least five years from the date of receipt of the complaint. This may include personal information relating to the complainant and the details of the complaint as well as all correspondence.