



Inkqubo yokujongana nezikhalazo



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Awonwabanga ngenkonzo okanye imveliso yethu??

Nceda usixelele. Kubaluleke kakhulu kuthi ukusinika inkcazelo. Sizithatha ngamandla izikhalazo zakho kwaye sizibophelele ekusebenzeni ngazo ngokukhawuleza kangangoko.

Into omawuyenze

Ukuba kukho nawuphi umba wenkonzo okanye wemveliso yethu ongakonwabisinga, nceda usazise msinyane kangangoko ngelinye lamajelo alandelayo:



Faka isikhalazo sakho ngeintanethi ku-
www.alexforbes.com/za/en



Sithumelele i-imeyile ku-
contactus@alexforbes.com



Sitsalele umnxeba ngexa leeyure zokusebenza
0860 000 279 okanye 011 669 7026
Ungaqhagamshelana nomcebisi wethu kananjalo.



Yiza uzosibona
Tyelela naliphi kumasebe ethu uze uthethe nabacebisi bethu ngeenkonzo.

Fumanisa ngesebe lakho elikufutshane kunye neeyure elivulwe ngazo ku-
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okanye sitsalele umnxeba ukufumanisa ngesebe elikufutshane nawe.



Sithumelele ifeksi
011 263 0555



Sithumelele i-imeyile
Sithumelele ileta ngeposi ku:
Complaints Office
PO Box 787240
Sandton
2146

Into omawuyifake kwisikhalazo sakho

Nceda usinike lonke ulwazi olubandakanyekayo ukuze sikwazi ukusilungisa ngokukhawuleza kangangoko isikhalazo sakho. Ezi ziinkcukacha esifuna ukuzazi:

- **Igama lakho elipheleleyo neenkukacha zoqhagamshelwano** (iinombolo zomnxeba nedilesi yeimeyile). Nceda uxele ukuba ukhetha sikutsalele umnxeba na okanye sikuthumelele i-imeyile xa siphendula kwisikhalazo sakho.
- **Inombolo yakho yotyalo-mali, inombolo yelungu, inombolo yepolisi okanye inombolo yesazisi kunye nengxowa-mali okanye inombolo yomqeshi** (apho kufunekayo). Olu lwazi lusinceda siqinisekise ukuba singena kwiirekhodi zomntu ochanekileyo.
- **Iinkcukacha ngesikhalazo sakho.**
- **Ukuba uthethe nabani kwaye nini, ukuba unalo olu lwazi.**
- **Into ongathanda ukuba siyenze ukwenza ukuba izinto zilunge kuwe..**
- **Imvume yakho yokuba sisebenzise lonke ulwazi osinike lona ukusombulula isikhalazo sakho.**

Into esiza kuyenza

Siza kujongana nesikhalazo sakho ngokukhawuleza kunye nangokufanelekileyo kangangoko kunokwenzeka. Xa sifumanisa ukuba ayingomba ulula, siza kukunika ulwazi rhoqo ngexa sisasebenza ngaso.

- **Siza kwazisa ukuba iza kuba ngubani umntu onokuqhagamshelana naye ngesikhalazo sakho**
Kusuku olunye (1) lokusebenza lokufumana isikhalazo sakho, siza kwazisa ukuba sisifumene isikhalazo sakho
- **Siza kusisombulula isikhalazo sakho**
Ngoko nangoko ukuba sinako: Yinjongo yethu ukusisombulula ngoko nangoko isikhalazo sakho, apho kwenzekayo size sikunike inkcazelo ngelo xesha linye.

- **Kwiintsuku zokusebenza ezine (4):**
Siza kwenza konke okusemandleni ethu ukusisombulula kwiintsuku ezine (4) zokusebenza, kwaye sikunike inkcazelo.

Izikhalazo ezithile zinokuba nzima kwaye zibandakanye imiba emininzi. Kwiimeko ezinjalo, ukuba asikwazi ukusisombulula isikhalazo sakho kwiintsuku ezine (4) zokusebenza, siza kukunika ulwazi rhoqo ukuze wazi ngqo ukuba yeyiphi inkqubela eyenziweyo.

Siya kusilandeleda isikhalazo sakho de sisonjululwe.

Ukuba ngaba awonwabanga ngendlela esiphethwe ngayo isikhalazo sakho

Nangaphandle kwezona nzame zethu zigqwesileyo, kunokwenzeka ukuba kungakonwabisi ukusiqwalasela kwethu isikhalazo sakho.

- **Sazise**
Ukuba unemvakalelo yokuba uphathwe ngokungafanelekanga okanye awonelisekanga ngesisombululo sesikhalazo sakho, nceda uthumele i-imeyile ku-complaintescalation@alexforbes.com kwaye siya kuqwalwaselwa kwakhona isikhalazo sakho kwiintsuku ezili-10 zokusebenza.
- **Thetha nommeli okanye umgwebi wezikhalazo**
Ukuba ngaba awukoneliseki sisiphumo senkqubo yokukhawuleziswa ngaphakathi kunye noqwalaselo kwakhona, ungazisa kummeli okanye umgwebi wezikhalazo obandakanyekayo iinkxalabo zakho. La ngamaqumrhu azimeleyo asekelwe ukusombulula izikhalazo eziphakathi kweeklayenti kunye nababoneleli ngeenkono zemali abangakwazanga ukuzisombulula ngempumelelo phakathi kwabo.



Ngezikhalazo zendlela esisiphethe ngayo isikhalazo sakho seinshurensi yexesha elide, qhagamshelana noMmeli weziKhalazo zelnshurensi yeXesha eliDe:

Ifowuni:	021 657 5000	Idilesi yendawo:	3 rd Floor, Sunclare Building 21 Dreyer Street Claremont, Cape Town, 7700
Ifeksi:	021 674 0951	Iwebhusayithi:	www.ombud.co.za
Idilesi yeposi:	Private Bag X45 Claremont, Cape Town, 7735		
I-imeyil:	info@ombud.co.za		

Ngezikhalazo zendlela esisiphethe ngayo isikhalazo sakho esinxulumene necebo, qhagamshelana noMmeli wabaBoneleli ngeenKonzo zeMali (owaziwa kananjalo njengoMmeli weziKhalazo we-FAIS):

Ifowuni:	012 470 9080	Idilesi yendawo:	Sussex Office Park, Ground Floor, Block B 473 Lynnwood Road Cnr Lynnwood Road and Sussex Avenue Lynnwood, 0081
Ifeksi:	012 348 3447	Iwebhusayithi:	www.faisombud.co.za
Idilesi yeposi:	PO Box 74571 Lynnwood Ridge Pretoria 0040		
I-imeyil:	info@faisombud.co.za		

Ngezikhalazo zendlela esisiphethe ngayo isikhalazo sakho sengxowa-mali yomhlalaphantsi, qhagamshelana noMgwebi weeNgxowa-mali zoMhlalaphantsi:

Ifowuni:	012 346 1738	Idilesi yendawo:	4 th Floor Block A, Riverwalk Office Park 41 Matroosberg Road Ashlea Gardens, Pretoria, 0081
Ifeksi:	086 693 7472	Iwebhusayithi:	www.pfa.org.za
Idilesi yeposi:	PO Box 580 Menlyn, Pretoria, 0063		
I-imeyil:	enquiries@pfa.org.za		

Siza kuqinisekisa ukuba ulwazi lwakho lobuqu olunxulumene nezikhalazo lugcinwa luyimfihlo

I-AlexForbes iluthatha nzulu ukhuselo lwedatha. Sithobela umthetho okhusela idatha kunye nolwazi lobuqu njengomThetho woKhuselo loLwazi lobuQu..

Siza kugcina ulwazi lobuqu lweeklayenti ukusombulula izikhalazo zabo kunye naxa kufuneka sithobele nawuphi na umthetho olufunayo. Sakube sesingenayo imfuno okanye isiseko somthetho sokugcina ulwazi lobuqu lweeklayenti siza kulucima, okanye silususe ulwazi lobuqu.

Ukuba ngaba ukholelwa ekubeni asiyithobelanga imithetho yokhuselo lwedatha ekuphatheni ulwazi lwakho lobuqu, uyavuma ukusombulula naziphi na iinkxalabo kunye ne-AlexForbes. Ukuba ngaba awanelisekanga sisiphumo sale nkqubo, ungangenisa isikhalazo kuMlawuli woLwazi usebenzisa idilesi ye-imeyile yezikhalazo:

I-imeyile: POPIAComplaints@inforegulator.org.za | **I-imeyile:** PAIAComplaints@inforegulator.org.za



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