

# **CONSTRUCTION INDUSTRY RETIREMENT BENEFIT FUND** **("THE FUND")**

## **COMPLAINTS MANAGEMENT PROCEDURE**

Your feedback is important to us, and we take your complaints seriously through listening with the intent to improve and establishing a positive relationship.

If you have a complaint, you will need to follow the process below. In this way, we can try to help you and address your complaint as quickly as possible.

### **What to include in your complaint**

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To help us resolve your complaint please give us the following information **in writing**:

- Your full name, full contact details and preferred means of contact, such as your email address, cell phone number or landline, full employer and full former employer contact details.
- Your member number, date of birth or identity number
- Details about your complaint and where possible any supporting documents you can send us about your complaint

### **Who you can lodge your complaint with**

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To make things easier and more efficient for you, we ask that **you first lodge your complaint in writing to the Fund Administrator at [CIRBF@saquantum.co.za](mailto:CIRBF@saquantum.co.za)**

**If your complaint is not resolved to your satisfaction, then you may direct your complaint to the Chairperson and Principal Officer of the Fund on:**

The Principal Officer's contact details are:

Name: Nokufika Mei- Nyagani

Email: [nokufika.nyagani@gmail.com](mailto:nokufika.nyagani@gmail.com)

### **How we'll deal with your complaints**

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The Principal Officer will attend to your complaint and resolve it within 10 working days, if the Principal Officer considers it a simple matter. In some instances, the Principal Officer will redirect your complaint to one of the service providers. If this is the case for your complaint, then you will be told, and the service provider's turnaround times will apply. If your complaint is a more complex matter then it may take up to 15 working days to resolve, and if it's an extremely complex matter and involves a legal process then it may take up to 30 working days or even longer.

Your complaint will be registered in the Fund's complaints register, which is maintained by the Principal Officer.

## **If you're unhappy about how your complaint was dealt with**

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If you are unhappy with the Fund's view on the matter or with the way your complaint was handled, then please let us know. If you think it is necessary, then you may take your concerns to the adjudicator or ombudsman.

The contact details for the adjudicator and ombudsman are as follows:

### **Pension Funds Adjudicator**

**[Deals with complaints regarding benefits and services provided in terms of the Pension Funds Act]**

Telephone: 012 748 4000  
Fax: 086 693 7472  
Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)  
Website: [www.pfa.org.za](http://www.pfa.org.za)

### **Ombudsman for Long-Term Insurance**

**[Deals with complaints regarding benefits provided in terms of employer owned policies (e.g. disability income insurance & funeral cover)]**

Telephone: 0860 103 236  
Fax: 021 674 0951  
Email: [info@ombud.co.za](mailto:info@ombud.co.za)  
Website: [www.ombud.co.za](http://www.ombud.co.za)

### **FAIS Ombud**

**[Deals with complaints regarding advice or intermediary services provided by registered financial service providers]**

Telephone: 012 470 9080  
Fax: 012 348 3447  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)