

## Complaints Procedure

### Submit

- We require a written complaint from you.
- Please send the complaint to [shelley@nobleadvisors.co.za](mailto:shelley@nobleadvisors.co.za)
- The complaint should not be 3 years older than when you became aware of the complaint (or should reasonable have been come aware)

### Acknowledgement

- We will acknowledge your written complaint within 24 hours of receipt

### Investigate

- We will investigate your complaint and endeavour to send a final response to you within 3 weeks.
- If we are unable to provide a final response within this time, we will send you an update.

### Final Response

- We will endeavour to send a final response to you within 6 weeks of receipt of your complaint.
- If we are unable to provide you with a final response within this time, we will write to you explaining why and advise you when you can expect a final response

### FAIS Ombud

- If more than 6 weeks from the date of your complaint has passed and you have not received a final response, or you are dissatisfied with the final response you have received (or at any stage of the process) you can write to:
- FAIS Ombud, Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Pretoria, 0081
- Email is : [info@faisombud.co.za](mailto:info@faisombud.co.za)
- Telephone number is : 012 762 5000 or 012 470 9080

### Records

- We will keep record of the complaint and maintain the record for 5 years.