

COMMENTS, SUGGESTIONS & COMPLAINTS

Your views help us to improve services and recognize your particular needs, so if you think we could do better, we want to hear from you. We would also like to know when you think we did something well, and if anything in particular impressed you.

If you have a complaint against any member of our staff in the office or agents in the field, about their conduct, service or failure to adhere to the requirements of the FAIS Act, please

1. Speak to the office manager
2. Register your concern in this book. Ask someone to assist you if you cannot write.

Please provide details of the person against whom you are complaining, policy number, your details, contact numbers, and in short tell us what your complaint is about.

DITSHWAELO, DIKELETSO LE DINGONGOREGO

Ditshwaelo le ditlhagiso tsa gago di ka rethusa go tokafatsa ditirelo tsa rona le gore re tsibogele ditlhokego tsa gago. Re bolelele go re ke eng se re ka sedirang go tlhabolola kgotsa go tokafatsa seo re sedirang ga jaana. Fa go na le sengwe se re se dirang se se ntle kgotsa se go itumedisang re bolelele, re rata go itse.

Fa o na le ngongorego kgatthanong le mongwe wa Badiri ba rona, kgotsa o sa itumelela tsamaiso, go sa lateleng le go diragatsa molao wa FAIS, Kgotsa maitsholo a a sa itumediseng, a mongwe yo o go thusang, itsese kgotsa begela

1. Motsamaisa /Modiredi Mogolo, wa Kantoru/Offisi.
 2. Kwala ngongorego ya gago mo bukeng e e fa tlase fa.
- Kopa thuso go mongwe fa o sa itse go kwala.

Re itsese gore kemang yo ntseng a go thusa mme o sa itumelela 1. Thuso ya gagwe ,

2. Mokgwa o a go thusang ka one,
3. Tshedimosetso e a go fang yone ,kgotsa
4. sengwe se se mabapi\maleba.

Go ka re thusa fa o ka refa nomore ya Policy,gore ke wena mang, re ka ikgolaganya le wena jaang,kae.(addrese le Mogala). O be o re bolelele ka bokhutshwane gore ngongorego ya gam) ke ene, le tharabololo e o e batlane.