

COMPLIMENTS AND COMPLAINTS

Glenwood Brokers (Pty) Ltd values your feedback. Whether you have positive feedback or complaints, please share them with us.

- *All complaints must be in writing and where applicable with the relevant documentation attached thereto;*
- *Complaints may be submitted by hand, or via e-mail or via the website*
<https://www.glenwoodbrokers.co.za/compliments-and-complaints>
- *Complaints that are not immediately put in writing will still be handled provided that the expectation remains that the complaint must be submitted in writing.*
- *All complaints will be handled by the appointed Key Individual or Director.*
- *The responsible person will contact the client to inform the client who will be dealing with the complaint on behalf of the company.*
- *The complaint will be investigated by the person responsible and further information may be requested from the client to clarify certain issues where required.*

Glenwood Brokers undertake to investigate every complaint with the necessary seriousness and fairness. We undertake to provide a transparent process of complaint handling which can always be inspected by the client.