

## **PIS-028 COMPLAINTS PROCEDURE**

### **Get in Touch**

If you're unhappy with our service or we have disappointed you, we would like to hear about it.

#### **Step 1: Talk to us**

If you have a complaint, query, compliment or would like to give feedback, contact us:

- eMail to [headoffice@retinasa.org.za](mailto:headoffice@retinasa.org.za); or
- Telephone our national share call line on 0860 59 59 59 during office hours.

In the event of a complaint, once we have received it, we will:

- Acknowledge your complaint in writing.
- Contact you within 3 working days to provide you with feedback.
- Try to resolve the matter and keep you informed.
- Escalate your complaint further should we not be able to resolve it to your satisfaction.

Please give us time to resolve your complaint before escalating it.

#### **Step 2: Escalate your complaint**

Unresolved complaints will be escalated to Executive Management.

- We will acknowledge receipt of your complaint escalation and give you the contact details of the person investigating it.
- We will make contact with you within 3 working days and keep you informed until your complaint has been resolved.
- Should you not be satisfied, we will provide you with the relevant third party contact details.

#### **Step 3: Further escalate your complaint**

Unresolved escalated complaints will be escalated to the Chairperson of the Management Committee.

- We will acknowledge receipt of your complaint escalation and give you the contact details of the person investigating it.
- We will make contact with you within 3 working days and keep you informed until your complaint has been resolved.

#### Step 4: Complaints relating to access to information

- You can lodge a complaint by following Steps 1 to 3 after you have submitted a Request for Access to Record of Public Body in terms of the Promotion of Access to Information Act [Regulation 7] which you can find in the Trust Centre on our website at <https://www.retinasa.org.za/wp-content/uploads/2022/02/PIS-014-Request-for-Access-to-Record.pdf> and you are not satisfied with the feedback provided, or you can send an eMail to [informationofficer@retinasa.org.za](mailto:informationofficer@retinasa.org.za).

**We want to help you. Please give us time to resolve your complaint before escalating it to the Information Regulator.**

#### Information Regulator of South Africa

Website: <https://inforegulator.org.za/complaints/>

Email: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

Complaints Form [Form 5] [PAIA Regulation 10]: <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf>

#### Step 5: Complaints relating to the protection of personal information

- You may lodge a complaint by following Steps 1 to 3 after you have submitted an Objection to the Processing of Personal Information [[Form 1](#)] or Request for Correction or Deletion of Record of Personal Information or Destroying or Deletion of Record of Personal Information [[Form 2](#)] which are located in the Trust Centre on our website at <https://www.retinasa.org.za/trust-centre/> and you are not satisfied with the feedback provided.

**We want to help you. Please give us time to resolve your complaint before escalating it to the Information Regulator.**

#### Information Regulator of South Africa

Website: <https://inforegulator.org.za/complaints/>

Email: [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)

Complaints Form [Form 5] [PoPIA Regulation 7]: <https://inforegulator.org.za/wp-content/uploads/2020/07/form-5-complaint-regarding-interference-with-the-protection-of-an-adjudicator.pdf>

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## Revision History

The policy (and the procedures, standards and guidelines supporting the policy) is reviewed by the Retina South Africa Management Committee regularly, and at least once in each year.

Reviews and any revisions of the policy (and the procedures, standards and guidelines supporting the policy) will be recorded in a Revision History filed with this policy.

Compliance with this policy (and the procedures, standards and guidelines supporting the policy) is monitored and may be subject to audit.

**\*\*\* END OF DOCUMENT \*\*\***

REVISION HISTORY			
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Origination for pre-approval	1	2022/09/20	GSC

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