



D and R Establishment

Human Capital Management & HR
Solutions

Customer Complaints Procedure

D and R Establishment is committed to providing a quality service and achieving the highest standards of service. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. Therefore we aim to ensure that:

1. Making a complaint is as easy as possible for you
2. We treat any clear expression of dissatisfaction with our courses, products and/or services as a complaint
3. We treat every complaint seriously regardless of how it is received.
4. We deal with it promptly, politely and, in the first instance we would try to deal with it informally (for example, by telephone)
5. We respond with a full explanation and information on any action taken
6. We learn from complaints by establishing the root cause and take any appropriate action to improve our service and the experience of customers and learners going forwards
7. D and R Establishment reserves the right to pass on relevant information to a third party where there is a valid legal reason to do so and any request for information will be investigated internally prior to any personal information being passed on.

How do you make a complaint?

Customers can make a complaint in whichever way is easiest for them, for example by telephone or letter. There is also a simple form at the contact page which can be completed in order for one to contact us and share their complaint **or** you can email info@dandres.co.za. Customers who would prefer to make a verbal complaint can telephone D and R Establishment on [011 704 0922](tel:0117040922) and request to speak to our operation manager. Lines are open 8:30m-17.30pm Monday to Friday (excluding Holidays and weekends)

Customers who would prefer to submit a complaint in writing should refer to the details shown sent to: Customer Care, 28 Hornbill Road, Bryanston, Johannesburg, South Africa, 2188



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What happens next?

1. We acknowledge receipt via phone or email within 3 working days
2. We will complete a thorough investigation into your complaint and will Endeavour to provide a full response and resolution within 6 weeks
3. If you are not fully satisfied with our response/proposed resolution, please appeal the decision in writing and we will Endeavour to resolve it to your satisfaction
4. In the event you are still not fully satisfied you can escalate your complaint to the National Consumer Act in South Africa at <https://www.thencc.gov.za/>

You can download our full [Complaints Policy and Procedure](#).