

Complaint Policy

How we handle complaints defines us.

It is all about our clients

This policy directs us to ensure that our clients can voice concerns or dissatisfaction about our products and/or services in an easy, informal, speedy and effective way, free of charge.

We strive to handle complaints in a way that is world-class.

Who does it apply to?

This policy applies to all businesses within the Succession group, including FS4P and SFP Wealth.

Key features of our policy are to

- treat complainants in a friendly, respectful, professional and fair manner, in fulfilment of our core value of client-centricity;
- handle complaints reasonably and fairly, in a uniform, consistent, objective and impartial way;
- consider complaints not purely legalistically, but also with awareness of the human element, goodwill, and doing the right and fair thing;
- handle complaints effectively, without unnecessary barriers and hurdles, to resolve them as speedily as reasonably possible;
- handle complaints in a transparent way, and keep complainants duly informed;
- communicate with complainants effectively, in plain language;
- protect personal information of complainants;
- investigate complaints thoroughly, taking into consideration all relevant information;
- make sure that enough persons, suited for the task, are assigned to handle complaints.

It is also important that we

- comply with regulatory requirements;
- inform complainants, where their complaint is not upheld, that they can escalate it to an independent arbitrator, or to an external adjudicator, giving the details of the arbitrator and the external adjudicator, where applicable;
- liaise effectively with external role players, in particular regulators and ombuds;
- keep record of complaints effectively;
- review our complaint-handling system and processes regularly to make sure they remain adequate and effective;
- use complaints to promote financial literacy and understanding.

We raise the bar high by

- acknowledging receipt of complaints within 48 hours;
- acknowledging receipt of social media complaints immediately within working hours;
- giving expected response dates, and the name and contact details of persons with whom complainants can discuss their complaint;
- informing complainants in good time if expected response dates cannot be met, giving the reasons;
- resolving complaints as far as possible within 3 business days, but not later than 20 business days.

A serious commitment

We strive to handle complaints as envisaged in this policy, and our Complaint brochure and Complaint manual. Our various boards of directors play an oversight role in achieving this.

We make sure that all concerned understand and follow our complaint-handling process.

This policy is applicable from 1 January 2021 (to be reviewed in Dec 2021)