



# Camelot Wealth

(Pty)Ltd | FSP 54863 | Reg 2024/016417/07

## Complaints Management and Reporting Framework

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### 1. Introduction

Camelot Wealth (Pty) Ltd (“the Company”) is committed to the fair, transparent, and effective handling of complaints in line with the FAIS General Code of Conduct, POPIA, and FSCA requirements. Complaints provide valuable insight into client experiences and enable continuous improvement of our services and systems.

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### 2. Purpose

The purpose of this framework is to:

- Ensure complaints are handled promptly, fairly, and consistently.
  - Protect customers’ rights to lodge complaints without prejudice.
  - Provide clear processes for recording, resolving, escalating, and reporting complaints.
  - Demonstrate compliance with FSCA Treating Customers Fairly (TCF) outcomes, specifically Outcome 6.
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### 3. Scope

This framework applies to all:

- Complaints received from clients, prospective clients, or their representatives.
  - Products and services offered by Camelot Wealth.
  - All employees, Key Individuals, Representatives, and support staff.
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### 4. Definition of a Complaint

A complaint is defined as:

*“An expression of dissatisfaction relating to a financial service rendered or offered, alleging that the complainant suffered, or may suffer, financial prejudice or damage, where: (a) the Company or a representative has contravened or failed to comply with a provision of the FAIS Act, or*

*applicable agreement/mandate; (b) maladministration has occurred; (c) wilful or negligent conduct has been committed; or (d) a contract or rule of conduct has been violated.”*

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## **5. Complaints Management Process**

### **5.1 Lodging a Complaint**

- **Clients may lodge complaints verbally, in writing, or electronically.**
- **Complaints must include the complainant’s details, policy/contract reference, and nature of the complaint.**
- **All complaints are acknowledged in writing within 48 hours.**

### **5.2 Recording**

- **Complaints are logged in the Complaints Register with a unique reference number.**
- **Records must include dates, responsible person, action taken, and resolution outcome.**

### **5.3 Investigation & Resolution**

- **Complaints are assigned to a responsible manager for investigation.**
- **Complaints should be resolved within 21 business days, or sooner where possible.**
- **If additional time is required, the client must be updated in writing with reasons.**

### **5.4 Escalation**

- **If not resolved to the client’s satisfaction, the matter is escalated to the Key Individual / Compliance Officer.**
- **Clients are informed of their right to approach the FAIS Ombud if they remain dissatisfied.**

### **5.5 Communication with Client**

- **Clients receive regular progress updates.**
  - **Once resolved, clients receive a written outcome with reasons and details of any remedial action.**
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## **6. Complaints Reporting**

### **6.1 Internal Reporting**

- **A quarterly complaints report is presented to management, including:**
  - **Number of complaints received.**
  - **Categories (advice, product, service, admin, etc.).**
  - **Turnaround times.**
  - **Root cause analysis.**

- **Corrective actions taken.**

## **6.2 Regulatory Reporting**

- **In line with FSCA requirements, an annual complaints return will be submitted, if required, via the regulatory reporting system.**
  - **Records of complaints are retained for at least 5 years.**
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## **7. Roles and Responsibilities**

- **Board of Directors / Key Individuals**
    - **Overall accountability for complaint management.**
  - **Compliance Officer**
    - **Oversight of adherence to the complaints framework.**
    - **Conducts independent monitoring and escalates systemic issues.**
  - **Management**
    - **Ensures complaints are resolved in line with policy.**
  - **All Employees**
    - **Required to treat client complaints seriously, assist in resolution, and uphold TCF outcomes.**
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## **8. Monitoring and Continuous Improvement**

- **Root cause analysis of complaints will identify systemic issues.**
  - **Corrective actions (e.g., staff training, system enhancements, product redesign) will be implemented.**
  - **Trends will be reviewed quarterly to strengthen client outcomes.**
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## **9. Client Rights**

**Clients have the right to:**

- **Lodge complaints free of charge.**
  - **Receive written acknowledgement and progress updates.**
  - **Escalate unresolved complaints to the FAIS Ombud.**
  - **Fair, transparent, and unbiased treatment.**
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## 10. Policy Review

This framework is reviewed annually or sooner if required by FSCA or regulatory updates.

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## 11. Approval

Approved by the Board of Camelot Wealth (Pty) Ltd.

Signed:



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Director / Key Individual

Date: 20/02/2025