

Complaint Handling Policy & Procedures

1. Policy Version History

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Written by Senior Manager- Compliance	Content examined by Head of Finance	Released by CEO
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Change History

	Written by	Content examined by	Released by	Board Approved
Version 01	Senior Manager- Compliance	Head of Finance	CEO	24/10/2019

2. Purpose

The purpose of this policy is to establish a clear and consistent process for handling customer complaints in an effective and efficient manner, while ensuring that customers are treated impartially with transparency and their concerns are addressed promptly.

3. Scope

This policy applies to all employees and departments of the Company, including but not limited to customer service representatives, loan officers, and management.

4. Definition of a Complaint

A complaint is an expression of dissatisfaction, whether justified or not, about the company's products, services, employees, or the process of handling customer's deposit/account/facility.

5. How to Complain

Complaints can be placed using any of the following ways in any preferred language (Sinhala, English or Tamil).

- I. Visit our web page on www.singerfinance.com and write your concern by filling the section; "Contact Us"

Singer Finance (Lanka) PLC

Complaint Handling Policy & Procedures

Kindly indicate a product or service that is relevant e.g.- Leasing / Fixed Deposit / Gold Loans, if you wish to be contacted by phone, please include your contact number in the body of the message.

- II. By Phone (0112-400 400 to call Centre agent)
- III. By Post (To CEO, Singer Finance (Lanka) PLC, No.498, R.A.De Mel Mawatha, Colombo-03)
- IV. By email (financecompany@singersl.com)
- V. By Fax (0112-303715)
- VI. Through Messenger
- VII. In Person (to Branch Manager / Respective Manager / Department Head)

For an effective complaint handling, following basic information should be provided by the complainant at the time of making complaints.

- 1. Name
- 2. NIC Number
- 3. Address
- 4. Account / Facility Number
- 5. Contact Details – email address / Phone Number
- 6. Comprehensive details of the incident / complaint
- 7. Copies of supporting documents (where applicable)

If any complainant is reluctant to reveal his / her identity or to provide all the basic information mentioned above, they can submit their complaints anonymously or with partial information.

6. Complaint Handling Process

The following steps outline the complaint-handling process that will be followed by the Company.

a) Step 1: Acknowledge the complaint

Upon receipt of a complaint, the coordinator to the complaints, (Secretary to the CEO) shall direct it to the officer responsible to handle the complaint in the relevant department / branch and acknowledge in writing within three (03) working days from the date of receipt of the complaint with the contact details of the responsible officer in preferred mode of correspondence. However, the Secretary to CEO ensures to avoid the conflict of interest when directing such complaints to the responsible officer of such department / branch. Secretary to CEO will keep the CEO informed of all such complaints received.

b) Step 2: Investigate the complaint

The Responsible officer in such department / branch should inform the complaint to his / her department head / Branch Manager and undertake an initial review with the guidance of the department head / Branch Manager. Initial assessment should be performed based on the information provided by the complainant.

If any additional information or documents may be required, the company may request the same from the complainant.

c) Step 3: Response to the complaint

Complaint handling authority who is responsible for the handling specific complaint should take every effort to resolve the issue within 14 calendar days.

However, if it is unable to resolve within such stipulated time, steps should be taken to notify the complainant before the expiration of 14 calendar days, giving reasons for the extension and measures taken to resolve the matter thus far.

Every endeavour should be taken to resolve the complaint within 1 month from the date of the complaint received to the relevant complaint handling authority.

Nevertheless, the company shall make all necessary arrangements to resolve the complaints which require urgent action within the earliest possible time, considering the impact, urgency and risk to both the company and the customer.

In the event, the company is unable to provide redress for the complaint, the company's position shall be clarified to the complainant within 14 calendar days.

Once the complaint is resolved, the company will send the response in preferred language and the channel chosen by the complainant including the proposed resolution and the explanation of the findings.

d) Step 4: Escalate the complaint

If the complainant is dissatisfied with the response, option is available to forward the complaint to the Compliance Officer for re-consideration through the following means:

E-mail	-	nadeeshas@singersl.com
By Post	-	The Compliance Officer, Singer Finance (Lanka) PLC, No.498, R.A.De Mel Mawatha, Colombo-03

The Complainant will get the final response within 5 working days (By phone or e-mail) and within 10 working days (through post) after considering all aspects by providing the following responses:

- Offer remedial action or redress where appropriate.
- Provide a final response to the decision taken by the Company with regard to the complaint/concern.
- Provide alternative dispute resolution mechanisms (Financial Ombudsman, Central Bank as applicable)

e) Step 5: Record Keeping

All the complaints should be recorded in the Complaint Register of the particular branch/ department and send such information to the Secretary to the CEO with the copy of the response letter through an email.

In addition, all complaints should be centrally recorded in the Head Office Complaint Register by Secretary to the CEO.

Please refer to **Annexure 01** for the format of the complaint register.

f) Step 6: Review the complaint-handling process

The secretary to the Integrated Risk Management Committee should allocate an agenda item for the review of customer complaints related to operational risk to improve our financial products and services.

The Secretary to the CEO will submit the extract of complaint register to the meeting. The members of the Integrated Risk Management Committee will investigate the complaint by conducting root cause analysis with the intention of providing satisfactory solution to the complainant and to improve the existing processes and procedures.

7. Training

All employees who deal with customers will be trained on the complaint-handling process and their role in ensuring that complaints are handled effectively and efficiently.

8. Confidentiality

All complaints will be treated confidentially by the company.

9. Regulatory Requirements

The company will comply with all applicable regulatory requirements related to complaint handling.

10. Communication

The company will communicate the complaint-handling process to its customers through its website, contractual documents, customer service representatives, and other relevant channels by way of wordings, pamphlets, posters...etc.

11. Review and Approval

This policy will be reviewed and approved by the Board once in three years.

12. Conclusion

The company is committed to providing excellent customer service and to handling customer complaints fairly and efficiently. By following this complaint-handling policy, we aim to maintain customer satisfaction and trust in our products and services.

-End-

