

Complaints Procedure

At Coega Biomass Centre, we strive to provide exceptional service and our clients satisfaction is of utmost importance. However, we understand that sometimes issues may arise. If you have a complaint or concern, please follow the steps outlined below:

1. Contact Us:

Should you have a complaint, we encourage you to contact our Sustainability and Compliance Manager, Nadia Basson directly. You can do this via email at nadia.basson@coegabiomass.co.za Providing us with detailed information about your complaint allows us to assist you more efficiently.

2. Complaint Registration:

Upon receiving your complaint, our Sustainability and Compliance Manager will acknowledge your complaint within 24 hours and provide you with a unique reference number. This acknowledgment is to let you know we are actively looking into your concern and will provide a more detailed response shortly. The reference number help us track and manage your complaint efficiently.

3. Investigation: We will investigate your complaint thoroughly. This may involve reviewing your information, speaking with relevant departments, and gathering any necessary information. We aim to complete this process as quickly as possible, typically within 5 business days, depending on the complexity of the complaint.

4. Resolution and Response: After completing our investigation, we will reach out to you with our findings and potential resolutions. Our goal is to find a solution that meets your needs and will ensure that the response is clear and outlines all steps we recommend moving forward.

5. Follow-Up: Once a resolution has been provided, our Sustainability and Compliance Manager will follow up with you to ensure that the issue has been satisfactorily resolved and to gather any additional feedback you might have. Your ongoing satisfaction is vital to us, and this step helps us maintain our high standards of customer care.

6. Confidentiality: All complaints will be treated confidentially and in accordance with our privacy policy.

7. Escalation: If you are not satisfied with the outcome of your complaint, you may escalate it to our CEO at emiel.hanekamp@coegabiomass.co.za. Please provide your complaint reference number (received during initial contact).

Conclusion: We recognize that frustration can arise when expectations are not met. Our complaints procedure is designed to minimize this frustration and ensure that every customer feels valued and heard. We value your feedback and appreciate your patience and cooperation during the complaint resolution process. We appreciate your business and are committed to continuously improving our services based on your feedback. Your satisfaction is our priority, and we encourage you to reach out if you ever feel the need.

Thank you for being a vital part of the Coega Biomass Centre community!