

OBC's internal complaint handling process to ensure customer satisfaction, improve the quality of products, and maintain compliance with the Consumer Protection Act. Here are some key elements that are included in our process:

- 1. Establish a clear procedure for receiving and recording complaints:** OBC has a designated team responsible for receiving and logging customer complaints. This information is recorded from our website (www.obcgroup.co.za), social media and directly from the store and the data is centralised by the designated team.
 - I. **Register Complaint** - As part of the process the OBC store captures the name on an excel spreadsheet and nature of the claim and store. Example: Joe Smith, product past best before date, OBC Store location. The complaint will be lodge and registered on complaints WhatsApp group.

- 2. Investigate the complaint:** OBC has field service consultants in various regions who will investigate into each complaint thoroughly and determine the root cause of the issue. This involves gathering information from relevant store where a customer has a complaint, the field service consultant and/or the store manager will be in contact with the customer having issues with the selected product or service.
 - I. **Complaint handling** – Field service consultant and/or store manager will respond to complaint and carry out the due steps to resolve the complaint.

- 3. Respond to the customer:** Same day communication is provided to the customer on receipt of the complaint. Once the investigation is complete, Field service consultant will advise the store manager on the corrective action where necessary within 5 working days. The response should acknowledge the complaint, provide an explanation of the field service consultant and/or store manager, and outline any steps taken to resolve the issue, according to OBC's processes.
 - I. **Communication with customer** – Get the store manager and field service consultant to respond to the customer on receipt of complaints raised with the specific store.

- 4. Take corrective action:** Where needed, the OBC store in question will take corrective action to resolve the issue and prevent similar incidents from occurring in the future. This involves changes to processes, training for staff and managers on addressing customer issues, product quality improvement, replacing the product or reimbursing the customer.
 - I. **Complaint resolved** - Once the complaint is resolved, field service consultant will respond on WhatsApp that the complaint has been resolved. The designated team then can monitor this on WhatsApp and then complete the excel spreadsheet for archiving purposes.

- 5. Continuously monitor and improve the process:** OBC Head office will regularly review the internal complaints handling process to identify areas for improvement and make changes as necessary to ensure all complaints are dealt with a timeously manner and to the satisfaction of our customers.