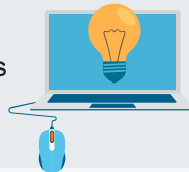


# ADVANCING CLIENT CENTRICITY



## GENERAL ENQUIRIES

Submit your general enquiries to [clientcare@caa.co.za](mailto:clientcare@caa.co.za)



You will receive a response within 3 business days.

## COMPLAINTS



The formal complaints process is initiated by the receipt of a written or verbal complaint from the Client. Once the complaint has been received by the SACAA staff member it must be dealt with in terms of complaints process. All complaints submitted by Clients must contain all relevant information as well as copies of all relevant documents in the Client's possession.

Email: [complaints@caa.co.za](mailto:complaints@caa.co.za)

– If the complaint is viewed as a valid complaint, an acknowledgement will be issued to the complainant within 3 working days advising the Client that an investigation is underway.



### WHAT CONSTITUTES A COMPLAINT?

A complaint can be defined as where the Client makes a statement of dissatisfaction, in the form of an accusation, an allegation or a grievance about a specific process/ procedure/ advice related event, wherein he/she feels they have been treated unfairly and/or unprofessionally treated.



## COMPLIMENTS

Have we exceeded your expectations?

We'd also love to hear from you. Email: [compliments@caa.co.za](mailto:compliments@caa.co.za)

