

Galileo Risk Complaint Handling Procedure

When we receive suggestions about improving the way we work, or praise for a job well done, we feed it back into our business improvement procedures. We take complaints very seriously and deal with any criticisms positively and proactively.

Once we have received your complaint if we cannot immediately resolve this within 24 hours, we will send you a letter confirming this within five working days. This letter will let you know who is dealing with your complaint and how we are going to investigate it.

Although most concerns can be resolved quickly, more detailed enquiries are occasionally needed. If this is likely, we will contact you with an update and give you an expected date of response.

If we are still unable to resolve your complaint after eight weeks, we will write to you explaining why. We will also let you know if you have the right to refer your complaint to the Office of the Short Term Ombudsman at this time if you are not satisfied with our progress, and if appropriate, how you can do so.

Once we have completed our investigations we will send you a letter with:

- The details and outcome of our investigation
- Our proposed actions

If you are not satisfied with our response, if you are eligible, you may be able to refer your complaint to the Ombudsman. We will advise details of how you can refer your complaint to the Ombudsman if you are not satisfied with the decision.

How to make a complaint

If you wish to make a complaint, please contact the manager of the branch that dealt with your policy. Alternatively, you may send your complaint through to us by email or post and we will respond within 5 working days of receipt:

Email: complaints@galileorisk.co.za

Mail: Complaints, Galileo Risk, Po Box 651896, Benmore, 2010