

\* Please note that this process applies to Allan Gray (Botswana) Proprietary Limited ("Allan Gray").

### 1. What can I complain about to Allan Gray?

Any dissatisfaction with a service provided by Allan Gray.

### 2. How should I go about complaining to Allan Gray?

- 2.1 Please lodge a complaint in writing to Allan Gray, addressed to the Allan Gray Client Servicing Team, using any one of the following addresses:

Physical address	Postal address	Email and website address
2 <sup>nd</sup> Floor Building 2	P O Box 760AAH	allangraybotswana@allangray.co.bw
Central Square	Masa Square	www.allangray.co.bw
New CBD	CBD	
Gaborone	Gaborone	

- 2.2 The complaint must contain the following:
- a) client details
  - b) details of the complaint
  - c) any documentary proof, where applicable.
- 2.3 Upon receipt by Allan Gray of the above mentioned information, your complaint will be acknowledged by the Allan Gray staff member that will assist in the resolution of your complaint.
- 2.4 Where possible, Allan Gray endeavours to resolve your complaint within five business days of receipt of your complaint, taking into account the nature of the complaint.
- 2.5 We will discuss the outcome of our investigation with you, and confirm the outcome in writing once the complaint has been finalised.
- 2.6 Should you not be satisfied with the handling of your complaint or the response provided, you may escalate the complaint to the Managing Director of Allan Gray.
- 2.7 A full record of each complaint received and all subsequent correspondence will be kept on record by Allan Gray for such periods as prescribed by relevant legislation.

### 3. What happens next if you are still unhappy?

Allan Gray should always be given the opportunity to resolve the complaint. However, if you are not satisfied with our response or the outcome of your complaint, you can take action through the courts, or where applicable, the agreed upon alternative dispute resolution forum, if you do not consider the complaint resolved to your satisfaction.