

THE HAPPY SHOPPER

Quarterly Newsletter of the Consumer Goods and Services Ombudsman
ISSUE 02 AUGUST 2015



New Benefits for Participants

In order to assist participants in the consumer goods and services industry in complying with their obligation under the Industry Code to ensure that the relevant staff in their business have adequate knowledge of the CPA and the Code, CGSO has commissioned online training modules for its website www.cgso.org.za.



Access to the training requires the use of log in details, which will be provided to all registered participants in the scheme.

this issue

New Benefits for Participants

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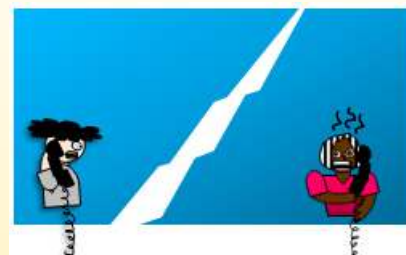
Welcome to New Participants

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Seamless Customer Service P.3

Shop floor CPA training

We have found that the better businesses understand and apply the Consumer Protection Act, the fewer the justified complaints that reach us.



To help the new members (participants) to the ombud scheme, CGSO has made available on the members section of its website a set of illustrated training modules covering the major areas of the CPA.

Welcome to New Participants

A V I FINANCIAL SERVICES (PTY) LTD (FOOD & CLOTHING)	KATHU MEUBELS (FURNITURE)
FOSCHINI GROUP (CLOTHING)	M & L DISTRIBUTORS (GROCERIES)
CLOVER S A (FOOD MANUFACTURER)	A & A FURNISHING (FURNITURE)
PARMALAT (FOOD MANUFACTURER)	UFO - United Furniture Outlet (FURNITURE)
ADIDAS SA PTY LTD (SPORTING GOODS)	STERKFORTEIN POULTRY (CHICKEN ABATTOIR)
AMKA PRODUCTS PTY LTD (MANUFACTURER OF COSMETICS/ HAIR PRODUCTS)	WETRA NUWERHEDE (MAIZE MEAL)
FAMOUS BRANDS (FOOD)	PLANET FITNESS (GYM) OKIN (COLD MEAT MANUFACTURER)
CWP WINE BRANDS (LIQUOR)	FJ MUNRO (FURNITURE) BURGER KING SA (FOOD)
GRAINFIELD CHICKEN (CHICKEN ABATTOIR)	TONARO SA (GO-KARTS/ GENERATORS)
GWK VLEIS/MEAT (AGRICULTURE)	QUANTUM FOODS (POULTRY EGGS/ FEED MANUFACTURING)
VKB AGRICULTURE (AGRICULTURE/ GENERAL MERCHANDISE)	GRIEKWALAND WES KORPORATIEF (AGRICULTURE) AFGRI OPERATIONS LIMITED (AGRICULTURE)



Legal Action Looms

Consumer goods and services companies could face legal action if they continue to ignore their duty to pay mandatory subscriptions to the CGSO.

A small minority of the 20 000 high-turnover companies in the CGSO's scope have signed up since the Code of Conduct was promulgated at the end of April 2015.

Trifecta Capital has been appointed by CGSO to create a database of eligible businesses and to manage registration of participants.

The CGSO hopes that it will not be necessary to resort to legal enforcement methods as this will drive costs up further for founding participants.



The new CGSO Complaint Management System.

The CGSO commissioned a new complaint management system, Respond.

The system has been customized to enable a seamless customer complaint experience. When fully rolled out, it will be possible for a complainant to log a complaint which is sent directly to a participating supplier, to give it the opportunity to resolve the complaint without the intervention of the CGSO.

Should the complainant/ customer not be satisfied with the outcome offered by the supplier, it would then be possible to escalate the complaint to the CGSO without the need for the customer to fill out another form.

All further communications between the parties would then be via the Respond system.

The same thing would happen in those instances where the com-

plainant had already approached the supplier.

For those businesses interested in subscribing to the Respond system, there are two models of implementation available.

The first is the acquisition of the Respond system, which would suit larger businesses, and the second is a pay-as-you-go option, which would enable smaller businesses to avoid having to outlay significant amounts of money to acquire complaint management software.

Terminology

Q: What does the word Participant mean?.

A: Any entity involved in the Supply Chain that provides, markets and/ or offers to supply Goods and Services to Consumers

unless they are regulated elsewhere by other public regulation, a Code prescribed by the Minister in terms of section 82 of the CPA and/or where a complaint falls within the jurisdiction of an Ombud with Jurisdiction, or an Industry Ombud accredited in terms of section 82 (6) of the CPA.

THE CRYSTAL BALL

Future developments

Following the inaugural meeting of the Industry Liaison Committee immediately after the Code Launch Function in May 2015, meetings of the committee will be held on a quarterly basis.

It is possible that a separate meeting will be held in Cape Town to accommodate businesses operating in that region.

ADVISORY NOTE

Cancellations

the CPA provides consumers with the right to cancel an agreement under a closed list of circumstances.

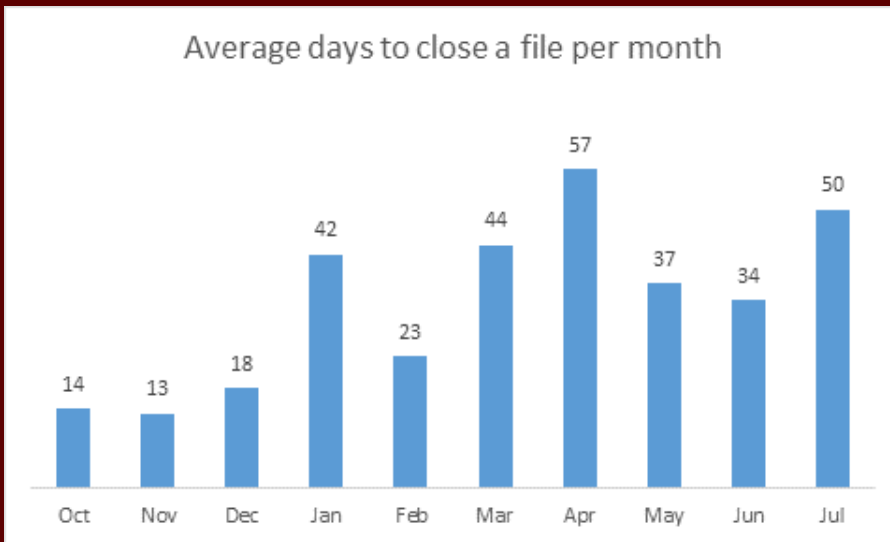
There may however be finance consequences that follow the cancellation.

For more, see www.cgso.org.za.



The Need for Speed

We're under pressure now our jurisdiction's expanded.



Showcasing Best Practice in the Industry.

NWJ Jewellery located a replacement watch in one of its Durban stores, and had it couriered straight away.

Recent Decisions

Error in online price of goods

Extract

[T]he discrepancy between the actual price or the price that a reasonable consumer might expect the price to be and the advertised price was so large that a reasonable consumer would have realised there was an error and not have been misled.

[Accordingly] the supplier is not bound to provide the complainants with the ordered goods at the incorrectly advertised price.

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