

SUMMARY: CONSUMER CODE OF CONDUCT



CONSUMER GOODS
& SERVICES **OMBUD**

Fairplay between consumer & supplier



The Code is now law



CGSO is an accredited Ombud Scheme



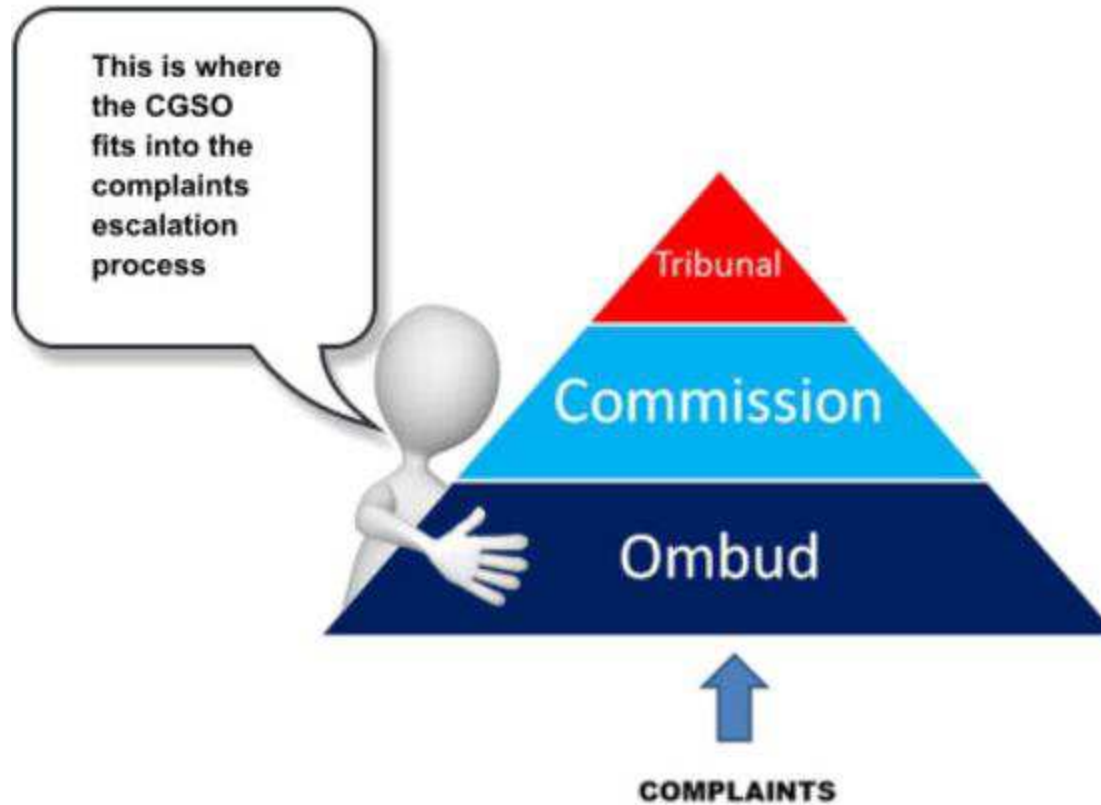
Covers most of consumer goods and services industry



BUT NOT AUTOMOTIVE & FINANCE



Where does CGSO fit in?



Suppliers must subscribe to the Code



Suppliers must display GCISO details



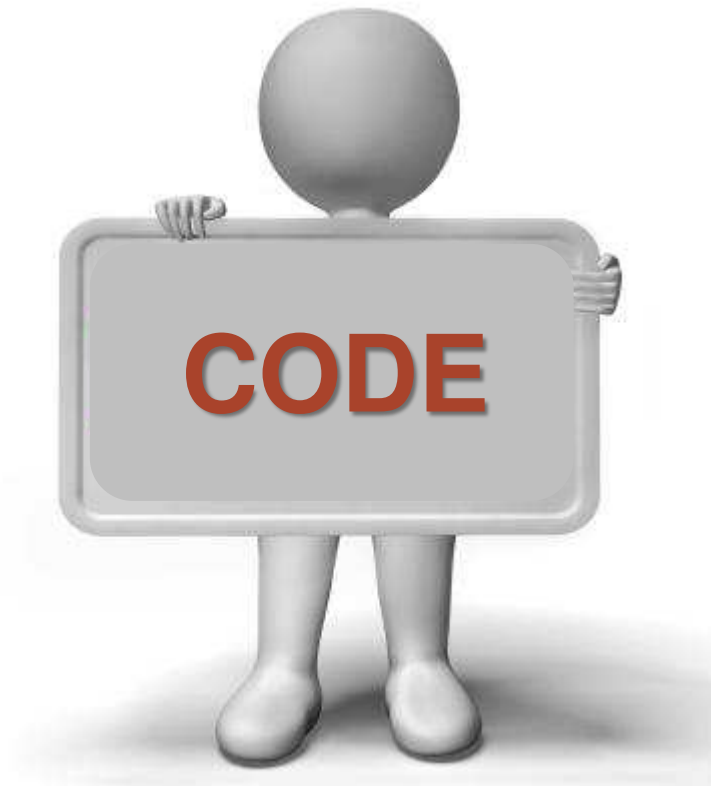
Display the CGSO contact details

Call: 0860 000 272

 **CONSUMER GOODS & SERVICES OMBUD**
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Email: info@cgso.org.za
Fax: 086 206 1999

Suppliers must help you access the code



Suppliers must have a complaint process

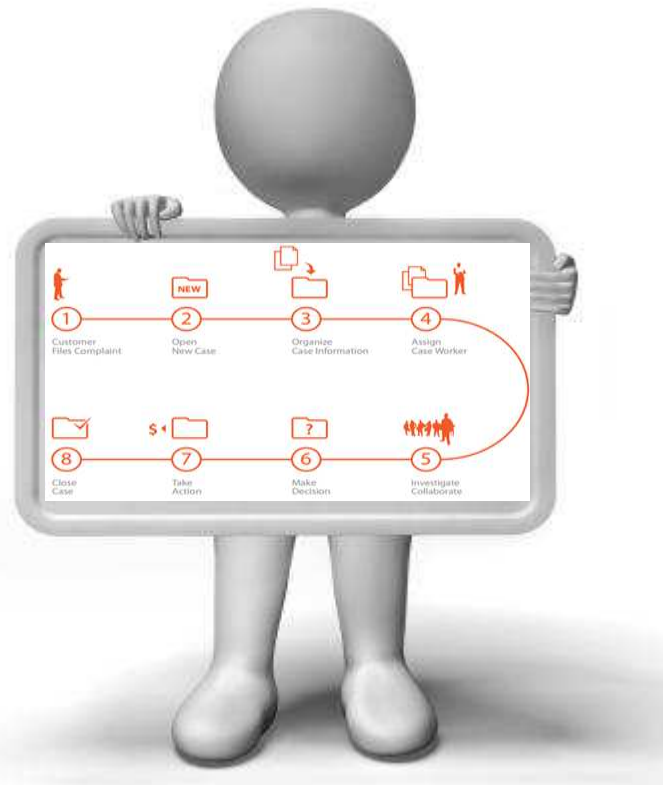
Don't worry sir, we will deal with your complaint efficiently - we have a very good complaint handling system



Suppliers must tell you how to complain



Suppliers must explain their internal complaint process



You must refer the complaint to the supplier as soon as practically possible



Supplier must acknowledge the complaint within 2 working days

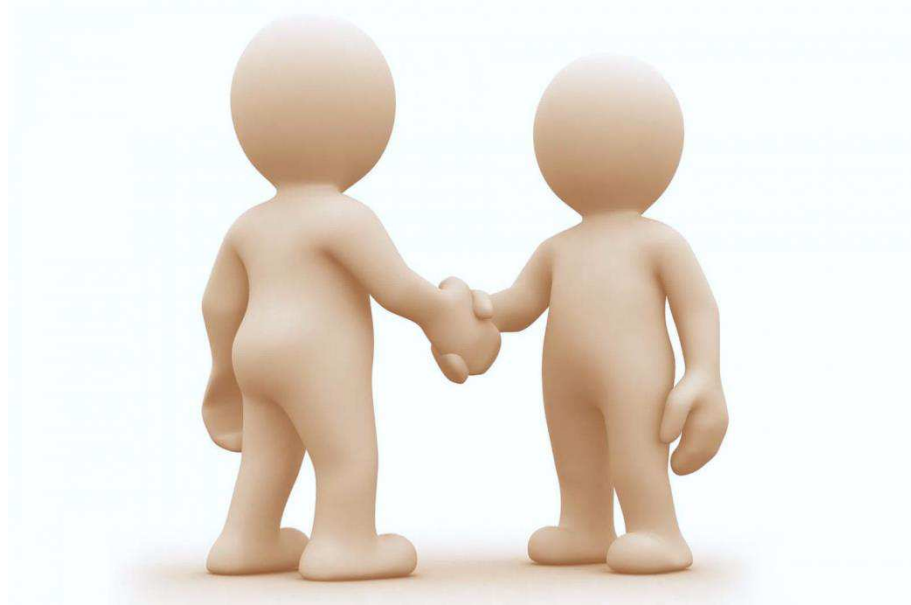


Supplier must quickly resolve complaints

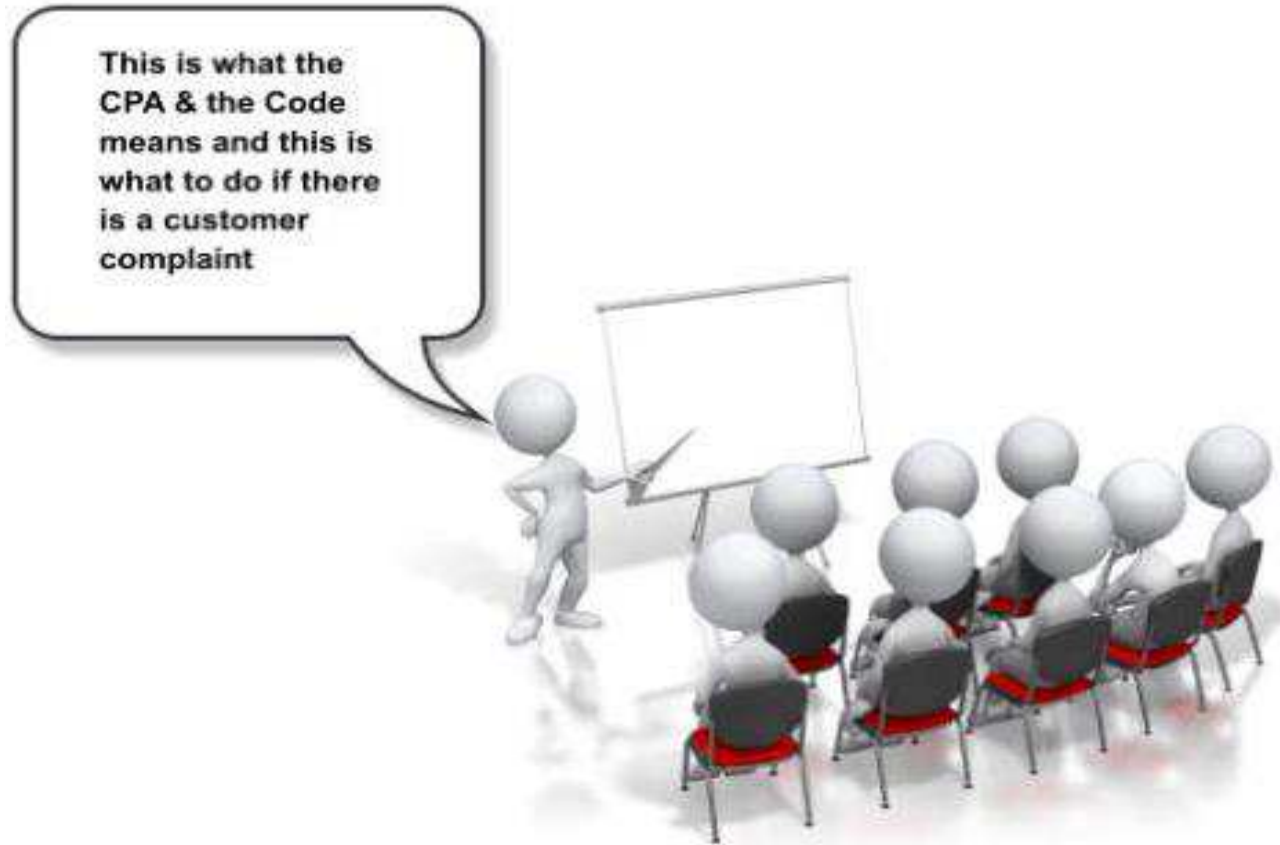


The supplier must deal with the complaint within 15 working days or refer you to CGSO

...unless the supplier and you agree to an extended period



Suppliers must train their staff



Suppliers must submit to the spirit of the Code and the law



Suppliers may not harass customers



The end

