



June 2020

**Dear Stakeholders**

Our lines are open!

We are delighted to inform you that subject to the move to Level 3 Lockdown and the easing of restrictions from 1 June, we have re-opened our call centre. This follows the implementation of stringent safety and hygiene protocols to protect our valued staff members and prevent the spread of COVID-19. As per the President's request, a majority of our staff will continue to work from home.

We would like to thank you, our stakeholders, for your overwhelming support and understanding as we jointly navigated Level 5 and 4 of the National Lockdown. Kindly note that some of our participants are not yet operating at full capacity, as a result we apologise for any undue delays that might be experienced.

Our friendly and efficient call centre agents are ready to respond to your queries. We are still not open for face to face meetings and office visitations. Please continue to reach us via email at [info@cgso.org.za](mailto:info@cgso.org.za), Facebook, or via our SMS line on 48030.

Lodge your complaints online by following this link on our website:

<https://prod.respondselfserve.com/9994811b96c44be7b21aa1c8ca911601/747d289348054a9eaef72ce600820998/index.html>

Or [www.cgso.org.za](http://www.cgso.org.za)

Please stay safe and take care as we navigate through these difficult times.

Kind Regards

Queen Munyai  
CEO

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292 Surrey Avenue, Ferndale, Randburg, 2194

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**Directors** Thandiwe Zulu (Black Sash) - Chairperson Michael Lawrence (NCRF) Clif Johnston (SANCU) Jacques van Heerden (Clover)  
Debra Muller (Pick 'n Pay) Ravintheran Pillay (Nestlé) Malande Tonjeni (Independent) Magauta Mphahlele (CGSO-Ombudsman)  
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