

## CONSUMER GOODS AND SERVICES CODE

### Notification Requirements: extract from Code

5.1.2 Display prominently on all their trading premises by means of the CGSO decal and on their website, a prescribed notice that states that they are a Participant to this Code and are bound by it.

5.1.3 The prescribed notice must provide Consumers with the contact details of the CGSO and the Participant and/or his staff shall notify the Consumer of their right to refer Complaints to the CGSO in the event that they are unsatisfied with the Participant's Internal Complaints-Handling Process.

5.1.4 Ensure that a copy of this Code and/or summary hereof and their Internal Complaints-Handling Process is made available to any Consumer upon request and/or the Consumers are directed as to where to obtain a copy of the Code and/or their Internal Complaints-Handling Process.

#### Important note:

The Code does not intend for the Consumer Goods and Services Ombud Scheme (CGSO) to replace the internal complaints-handling processes of suppliers. Care must accordingly be taken to ensure that customers understand that they need first to attempt to resolve their complaints through your internal complaints-handling process before approaching CGSO.

In particular, CGSO's contact details must not be displayed or advertised alone i.e. without also mentioning what customers should do to resolve their complaints directly with you. The preferred approach is shown below.

#### **Notice on website:**

[Prescribed wording (the colour is used here merely for emphasis):]

#### **Consumer Goods and Services Industry Code**

[Name of supplier/ CGSO Participant] is bound by the Consumer Goods and Services Industry Code and is a participant in the Consumer Goods and Services Ombud Scheme. An electronic copy of the Code is available at [Supplier to insert, alternatively one of:]

[http://www.gov.za/sites/www.gov.za/files/38637\\_rg10407\\_gon271.pdf](http://www.gov.za/sites/www.gov.za/files/38637_rg10407_gon271.pdf) / <http://bit.ly/1H5GY30>

[Suggested additional wording:]

#### **“Complaints Procedure**

If you have a complaint about the goods or services provided by us or require information regarding our internal complaints-handling process, please call... /email... “



[Prescribed wording:]

### **“Right to approach the Consumer Goods and Services Ombud**

In the event of your complaint against [Name of supplier/ CGSO Participant] not being resolved to your reasonable satisfaction by us within 15 business days of having notified us of it or such extended period as agreed between the Parties, you are entitled to approach the Consumer Goods and Services Ombud within a reasonable time:

Website: <http://www.cgso.org.za/>

Sharecall: 0860 000 272

Email: [info@cgso.org.za/complaints@cgso.org.za](mailto:info@cgso.org.za/complaints@cgso.org.za)

Fax: 086 206 1999

Physical Address:

Consumer Goods & Services Ombud

Association House

Bond Street Business Park

374 Kent Avenue

Randburg

Postal Address: P.O. Box 3815

Randburg

2125”

### **Front door decals**

After considering concerns raised by suppliers, we have decided that large participating businesses will be given the choice of themselves printing decals according to specifications that will be provided to them. We will continue to provide decals to smaller businesses at no charge.

### **In-store notices**

We are busy designing posters that will contain similar information to that shown under the heading *Notice on website* above. It is intended that these be displayed wherever complaints or returns are handled within a business.

### **Summary of consumer rights under the Code**

We are considering having posters and leaflets with a summary of the Code drawn up for businesses to display or use. Before doing so, we would like to gauge from businesses their views on the practicality of this approach. Please let us know if you see a need for this.