

SUMMARY OF CONSUMER GOODS AND SERVICES CODE OF CONDUCT FOR CONSUMERS

The Code regulates interaction between Participants conducting business within the Industry and the Consumer and provides for an alternative Dispute resolution mechanism.

The Purpose of the Code includes educating Consumers as to their rights and redress available to them should a Participant breach the Consumer Protection Act (CPA) or the Code.

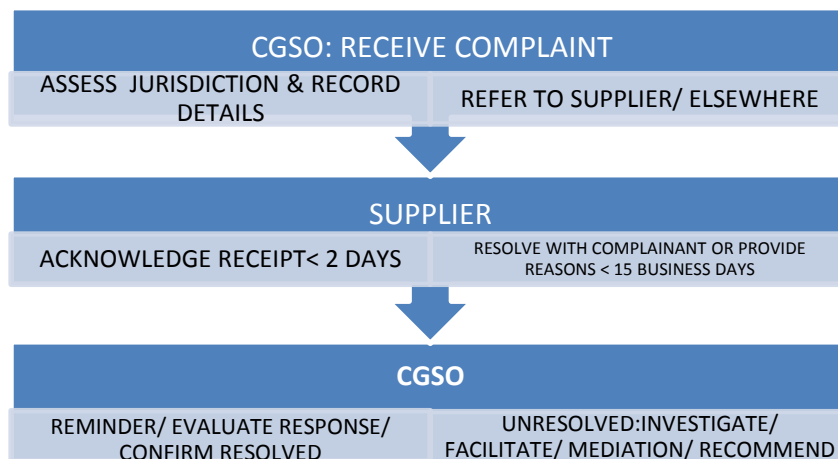
The Participants within the Industry are required to:

- Reduce any disadvantages experienced by Consumers in accessing the supply of any Goods and Services;
- Promote fair business practices;
- Protect Consumers from:
 - Unconscionable, unfair, unreasonable, unjust or otherwise improper trade practices;
 - Deceptive, misleading, unfair or fraudulent conduct.
- Establish an effective, understandable and accessible Internal Complaints-Handling Process.
- Display prominently a notice that states that they are bound by the Code.
- Provide Consumers with the contact details of the CGSO and notify the Consumer of their right to refer Complaints to the CGSO if they are dissatisfied with the outcome of their Complaint.
- Provide Consumers with a copy of the Code and their Internal Complaints-Handling Process or direct them to where to obtain of these documents.
- Endeavour to resolve Complaints and Disputes in accordance with the law, the spirit and provisions of this Code and the CPA.

THE COMPLAINTS PROCESS

- 1) A Complainant may first refer the matter in Dispute to the Participant to be dealt with, as soon as practically possible after the Complainant has become aware of it;
- 2) The Complainant may, if dissatisfied with how the complaint is dealt with, the outcome or if it is not resolved by the Participant within 15 Business Days or such extended period as agreed between the Parties, refer the Complaint to the CGSO within a reasonable time.

If the complaint is not resolved by the CGSO, the Complainant may approach the NCC.



View the full version of the Code at:

<http://www.cgso.org.za/wp-content/uploads/2015/04/CODE-20151.pdf>