

IPS HEALTH AND WELLNESS COMPLAINTS POLICY

1. INTRODUCTION

- 1.1. IPS Health and Wellness Proprietary Limited (hereinafter referred to as “IPS Health and Wellness”) with registration number 2008/019443/07 is a nutraceutical company that manufactures, sells and distributes various vitamins, health supplements and lifestyle products.
- 1.2. This policy sets out the complaints procedure applicable to IPS Health and Wellness customers and membership holders in accordance with the Consumer Protection Act 68 of 2008 (hereinafter referred to as the CPA).
- 1.3. IPS Health and Wellness strives to proactively promote, as well as give guidance to all our valued customers and members in order to ensure that they establish and maintain a healthier and more wholesome lifestyles.

2. PURPOSE

- 2.1. The purpose of this policy is to guide all customers and membership holders of the processes and procedures available when lodging a complaint in order to ensure that all grievances are dealt with promptly in a fair and effective manner and to our customers satisfaction.

3. DEFINITIONS

3.1. “**complainant**” means a person who submits a complaint. A complainant can be:

3.1.1. a consumer;

3.1.2. an individual who holds a membership with IPS Health and Wellness;

3.1.3. a person that pays a premium in respect of a membership;

3.1.4. an authorised individual acting on behalf of a customer or member;

3.1.5. potential member or customer whose grievance pertains to the dissatisfaction of the marketing and advertising method used;

3.1.6. anyone who has a direct interest in the product or membership;

3.2. “**customer**” is an individual or entity that purchases or intends to purchase an IPS Health and Wellness product.

3.3. “**member**” is an individual that makes payment of a monthly premium and receives IPS Health and Wellness products periodically or accumulates monthly Points to redeem on our online store.

3.4. “**business days**” is Monday to Friday with the exception of national public holidays.

4. CUSTOMERS RIGHTS AS PER THE CPA

4.1. IPS Health and Wellness strives to ensure the rights of the consumer are respected and complied with in accordance with the provisions of CPA.

4.2. In terms of the CPA all customers hold the following rights:

4.2.1. The right to equality in the consumer market and protection against discriminatory marketing practices;

4.2.2. The right to privacy;

4.2.3. The right to choose;

4.2.4. The right to disclosure of information;

4.2.5. The right to fair and responsible marketing;

4.2.6. The right to fair and honest dealing;

4.2.7. The right to fair, just and reasonable terms and conditions;

4.2.8. The right to fair value, good quality and safety; and

4.2.9. The right to accountability by suppliers.

5. COMPLAINT CATEGORISATIONS

5.1. Complaints are categorised to ensure that the appropriate procedures are followed in relation to a specific complaint.

5.2. Annexed hereto as Addendum A being the Complaints Categorise.

6. CLIENT COMPLAINTS PROCEDURE

- 6.1. IPS Health and Wellness has structured an efficient and well-informed Client Care department. In the event that a customer or member is unsatisfied with the service received or product purchased a Client Care Consultant is informed of the complaint or query.
- 6.2. There are no cost implications imposed on the client for lodging a complaint.
- 6.3. The complainant may lodge a complaint verbally or in writing using the following platforms:
 - 6.3.1.1. Telephonically on 010 140 6700
 - 6.3.1.2. Per email to info@ipshealth.co.za
 - 6.3.1.3. Via the website www.ipshealth.co.za
 - 6.3.1.4. Via social media Facebook www.facebook.com/IPSHealth and Instagram www.instagram.com/ipshealth/,
- 6.4. In the event that the nature of the complaint permits a Client Care Consultant can assist the complainant and provide a possible solution or feedback relating to the complaint.

- 6.5. If the complaint or query needs to be further investigated a consultant has 3 (three) business days to provide the complainant with a solution, decision or an update in relation to the complaint or query.
- 6.6. In the event that the complaint needs to be referred to another department the Client Care Consultant will do so on behalf of the client and in accordance with the internal procedures of IPS Health and Wellness.
- 6.7. The Client Care Consultant will notify the complainant that the matter has been referred to the relevant department. The complainant will further be advised of the turn around time when the complainant can expect to receive feedback in relation to the complaint. Such notification can be in writing or verbal.
- 6.8. When conducting an investigation in relation to a complaint all internal processes and procedures need to be adhered to. The complainant is required to co-operate and comply with all internal procedures to ensure that the complaint is dealt with efficiently.
- 6.9. Based on the nature of the complaint, a membership may be stayed pending the outcome of the internal investigation conducted by the Client Care Consultant. The complainant is still subject to all internal regulations and procedures. Non-compliance by the complainant may lead to the membership being reinstated and continued in accordance with the agreement at inception of the membership. The complainant will be notified in writing that the profile has been reinstated.

7. COMPLAINTS ESCALATION AND REVIEW PROCESS

- 7.1. Should the query or complaint surpass the Client Care Consultant's authority or if the complainant is not satisfied with the resolution provided by the Client Care Consultant the complaint is then escalated to Management.
- 7.2. The Client Care Consultant has the duty to ensure that the complainant is informed that the complaint has been escalated to management.
- 7.3. The Client Care Manager has 3 (three) business days from date of receipt of the complaint to acknowledge the complaint. The Manager further must review the resolution provided by the Client Care Consultant and/or conduct further internal investigations.
- 7.4. The Client Care Manager has the duty to remain impartial, fair and diligent when scrutinizing the complaint.

8. UPHELD AND REJECTED COMPLAINTS

- 8.1. Upon the completion of the internal investigation the Client Care Manager must in a clear and diligent manner provide the Complainant with the reasons for the decision.

8.2. Where a complaint is upheld IPS Health and Wellness has the duty to provide a remedy to the aggravated complainant without undue delay. Such remedy may be the following:

8.2.1. Refund Payment;

8.2.2. Any other appropriate remedy;

8.3. Where a complaint is rejected, the complainant must be provided with sufficient reasons for the outcome.

8.4. The complainant will be informed that he/she/they may lodge their complaint with the Consumer Goods and Services Ombud within the relevant time frame. The complainant will have 3 (three) years to lodge a complaint with the Ombud from the date of notification.

8.5. The procedure of the Consumer Goods and Services Ombud will apply once the complaint has been lodged successfully.

8.6. Consumer Goods and Services Ombud details are as follows:

Address: 292 Surrey Avenue, Ferndale, Randburg, RSA

Email Address: info@cgso.org.za

Tel: 011 781-2607 / (Shared Call) 0860 000 272

Website: www.cgso.org.za

9. RECORDING OF COMPLAINTS

- 9.1. IPS Health and Wellness will ensure that a record is kept of all complaints lodged together with all relevant evidence submitted, correspondence, decisions and outcome reached.
- 9.2. IPS Health and Wellness strives to maintain the confidentiality of its customers personal information and process. All personal information is handled in accordance with the provisions of the Protection of Personal Information Act 4 of 2013.
- 9.3. Further information relating to our Privacy Policy can be found on www.ipshealth.co.za/privacy-policy/

ADDENDUM A

COMPLAINT CATEGORIES

1. Complaints relating to the design of the membership and related products, including the premiums or other fees or charges related to the membership or product;
2. Complaints relating to information provided to membership holders;
3. Complaints relating to advice received from IPS Health and Wellness;
4. Complaints relating to service of membership holders, including complaints relating to premium collection;
5. Complaints relating to complaints handling;
6. Complaints relating to quality of the products;
7. Complaints relating to delivery of the product;
8. Complaints relating to the distribution and access of Personal Information; and
9. Other complaints.