



Complaint Handling Procedure Manual

Branch Operation Division

Version 01

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1. Introduction

At Softlogic Finance PLC (SFPLC), we are committed to upholding the rights and interests of our valued financial consumers. As part of our dedication to ensuring fair and transparent dealings, we have established a robust Complaint Handling Procedure in accordance with the Financial Consumer Protection Regulation No.01 of 2023.

Our Complaint Handling Procedure is designed to provide financial consumers with accessible channels to address grievances promptly and impartially. We recognize that effective complaint resolution is essential for maintaining trust and confidence in our services.

This document outlines the step-by-step process through which complaints are received, acknowledged, investigated, and resolved. Additionally, it highlights our commitment to transparency, independence, and conflict resolution principles.

Through this procedure, we aim to not only resolve individual complaints efficiently but also to utilize feedback to continuously improve our products and services.

2. Purpose

The purpose of this Complaint Handling Procedure is to establish a structured and transparent framework for addressing grievances and complaints from financial consumers. It aims to ensure that complaints are handled promptly, fairly, and with due consideration to the rights and interests of all parties involved.

3. Objectives

The objective of our Complaint Handling Procedure is to establish a structured and transparent framework for addressing grievances and complaints from financial consumers in a timely, fair, and efficient manner. Through this procedure, we aim to:

1. Ensure prompt resolution of complaints to enhance customer satisfaction and loyalty.
2. Uphold regulatory compliance with the Financial Consumer Protection Regulation No.01 of 2023 and other relevant guidelines.
3. Identify areas for improvement in our financial products and services through regular root cause analysis of complaint data.
4. Maintain transparency, independence, and fairness in our complaint handling process to build trust and confidence among financial consumers.
5. Strengthen our customer service strategy by providing accessible channels for complaint submission and resolution.
6. Facilitate continuous improvement within our organization by utilizing valuable customer insights gathered from complaints.

7. Provide clear guidelines and procedures for all stakeholders involved in the complaint handling process, ensuring accountability and consistency across all branches and departments.
8. Demonstrate our commitment to regulatory compliance, customer-centricity, and excellence in service delivery through effective complaint management practices.

4. Regulatory Requirements

The Complaint Handling Procedure is developed in strict adherence to the guidelines set forth by the Financial Consumer Protection Regulation No.01 of 2023. It reflects our commitment to compliance with regulatory standards and our dedication to meeting the expectations outlined by the relevant authorities.

5 Complaint Handling Procedure

5.1 Customer Complaint Handling Department:

At SFPLC, we have established a dedicated Customer Complaint Handling Department to oversee the efficient management and resolution of customer grievances and complaints. Customers can directly contact our Customer Complaint Handling Department through various channels:

- Phone: Customers can reach us at **(+94) 703442571** to speak directly with our complaint handling representatives.
- Email: Customers can email their complaints to **info@softlogicfinance.lk** for prompt attention and resolution.
- Fax: Complaints can also be submitted via fax at **(+94) 112 359 799**.
- Website: Customers can submit complaints through the **"Get in touch with us today"** section on our website.

5.2 Coordination of Complaints:

At the branch level, Branch Managers or Officers in charge serve as the first line of coordination for handling customer complaints. In the absence of the Branch Manager or Officer in Charge, the responsibility falls on the Branch Operations Officer to ensure that complaints are promptly escalated and addressed. This ensures that complaints are handled efficiently and effectively at both the organizational and branch levels, providing customers with timely resolution and support.

5.3 Acknowledgment of Complaints:

Upon receipt of a complaint, we acknowledge it promptly within 24 hours. This acknowledgment serves to reassure the customer that their concerns are being taken seriously. Additionally, customers will receive an SMS notification containing a unique serial number to acknowledge the receipt of their complaint. This serial number serves as a reference

for tracking the progress of the complaint. Along with the SMS notification, customers will also receive contact details of the officer(s) responsible for handling their complaint, ensuring transparency and providing avenues for direct communication throughout the resolution process.

6. Independence and Supervision:

Our complaint handling mechanism operates independently from business units, ensuring that complaints are addressed impartially and without bias. Supervised by Key Management Personnel, this ensures not only regulatory compliance but also adherence to internal policies and standards, promoting fairness and transparency in the resolution process.

7. Root Cause Analysis:

Regular root cause analysis of complaint data is conducted to delve deeper into the underlying issues driving customer dissatisfaction. This analysis goes beyond surface-level concerns, aiming to identify systemic issues within our financial products and services. By pinpointing these root causes, we can implement targeted solutions to improve customer experience and mitigate operational risks, ultimately enhancing overall service delivery.

8. Free, Fair, and Transparent Process:

Our complaint handling mechanism is designed to be free of charge, accessible, and transparent, ensuring equal treatment for all parties involved. By operating independently from business operations, we maintain integrity and fairness throughout the complaint resolution process, fostering trust and confidence among customers.

9. Record Maintenance:

We maintain comprehensive records of all complaints received, ensuring transparency and accountability in our complaint handling process. These records serve as valuable sources of insight for identifying trends and patterns, enabling us to continuously improve our products and services.

10. Transparency in Complaint Handling:

Information on our complaint handling mechanisms and procedures is readily available to customers through contractual documents, our official website, and various promotional materials. By proactively communicating our complaint handling process, we strive to build trust and confidence among customers, demonstrating our commitment to transparency and accountability.

To ensure transparency and accountability, a monthly update on complaints received and resolved will be submitted to the Audit committee and if necessary to the Board Integrated Risk Management Committee. This regular reporting mechanism enables management to stay informed about the volume and nature of complaints, facilitating strategic decision-making and continuous improvement efforts.

11. Conflict of Interests:

To uphold the integrity of our complaint handling process, we strictly avoid conflicts of interest. This ensures that complaints are addressed impartially and fairly, without any undue influence or bias from internal or external factors.

12. Timeframe for Resolution:

Complaints are resolved within 21 calendar days of receipt, with clear timelines communicated to customers. In cases where additional time is required, customers are promptly notified, ensuring transparency and managing expectations effectively.

13. Urgent Complaints:

Urgent complaints are prioritized for immediate attention, considering the potential impact and risk to both the financial service provider and the financial consumer. These complaints are handled with urgency and diligence, aiming to mitigate any adverse effects and restore customer satisfaction as swiftly as possible.

14. Corporate Approval and Reporting Procedures:

Any refunds or approval for reversals will be obtained by the Customer Service Unit from respective corporate management heads. This ensures that all financial decisions regarding refunds or reversals are made in alignment with corporate policies and guidelines, maintaining consistency and accountability across the organization.

15. Central Bank and Ombudsmen Complaints

These requests are directly received by the compliance department. Upon receipt, the complaints are forwarded to the customer complaint handling officer at the head office. Subsequently, they are directed to the respective department or head of department for attention and resolution. Notifications regarding the responses are then sent to the relevant entities, such as the Central Bank or Ombudsman office.

