



**SAMBRA**

## COMPLAINT RESOLUTION

**We support your right**

to share compliments, concerns or lodge a complaint.

**We welcome feedback**

as part of our commitment to provide a high quality service.

**We understand the importance**

of resolving matters promptly.

**We will work with you**

to address your concerns.

**We seek to resolve concerns or complaints.**

It forms part of our responsibility.

If a complaint or concern that you have raised remains unresolved, you may seek assistance from the:

**MOTOR INDUSTRY OMBUDSMAN**

**Telephone:** 0861 1 MIOSA or 0861 1 64672      **Fax:** 086 630 6141

**Email:** [info@miosa.co.za](mailto:info@miosa.co.za)      **Website:** [www.miosa.co.za](http://www.miosa.co.za)

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