

CUSTOMER COMPLAINTS HANDLING PROCEDURE

The purpose of this guide is to describe steps to be followed by a customer when filling a request, feedback, and complaints on various channels.

A. Customer Rights and Handling Process

In case of any dissatisfaction and or claim arisen as a result of provision or non-provision of the services/products as promised the customer can:

- Call our designated telephones numbers at branches and or head office:
- Contact your Branch/Head office through email, and physical visit.
- The designated officer will attend/redress your complaint in accordance with the given procedure. If you prefer to file a written complaint, it will be registered in the prescribed form that will be availed to you.
- You will be informed about your rights and the bank's procedure on handling customer complaints and time [not exceeding 14 days] when the response will be given.

B. If You Are Not Satisfied with Branch Response

If you do not receive response/solution within 24hours (1) working day or you are not satisfied with the response given, you can contact and forward your complaint to the head office. The escalation will be done through the prescribed escalation matrix displayed on the banking hall and website.

C. Handling of Complaint At Head Office

The complaints submitted at head office will be forwarded to the respective department for further examination of the nature and for initiating corrective action and or appropriate response to customer.

Process to follow - Azania Bank Ltd.

RESOLVE/ESCALATION MATRIX	TURN AROUND TIME (TAT)
At first Contact	Within 24 hours
For Investigation	Within 14 Days
To BOT	After 14 Days

D. Submission of Complaint To BOT Complaint Resolution Desk [CRD]

After exhausting the aforesaid channels, if still not satisfied and or you have not received a response within 14 working days, you may write to the CRD through the following address

Complaints Resolutions Desk,
Office of Secretary of the Bank,
Bank of Tanzania,
2nd Mirambo Street,
P.O. Box 2939,
Dar es Salaam

Submission of complaint to CRD shall be done by filling the form schedule iii as provided in Guidelines for Banking Consumers' Compliant 2015 and 2019.

MUONGOZO WA KUTATUA MALALAMIKO YA WATEJA

A. Haki za mteja na jinsi ya kuzishughuliki

Usiporidhishwa na huduma au lalamiko kutokea baada ya kupata huduma mbovu kama ulivyoahidiwa, mteja anatakiwa:

- Kupiga simu tawini au makao makuu
- Kutembelea tawi/makao makuu yetu, tuma barua pepe au barua ya posta.
- Afisa husika atakuhudumia na kusikiliza malalamiko yako. Ukihitaji kuandika malalamiko, itahidhiniswa kwenye fomu yako.
- Utajulishwa kuhusu haki zako na utaratibu wa benki kutatua malalamiko yako na muda wa kupata jibu (sio zaidi ya siku 14).

B. Kama hukuridhishwa na majibu ya Tawi

Kama haujapata jibu/suluhisho la malalamiko ndani ya siku 7 za kazi au haujaridhishwa na jibu lililotolewa, tafadhali wasiliana nasi kwa namba za simu zilizobandikwa kwenye ubao wa matangazo katika tawi husika na anwani husika au tembelea ofisi zetu. Utatuzi utafanywa kupitia fomu uliyojaza.

C. Utatuzi wa malalamiko Makao Makuu

Malalamiko yatawasilishwa kwa Mkuu wa kitengo husika kwa utatuzi zaidi ili kutoa jibu stahiki. Utaratibu huu utafanywa ndani ya siku 7 za kazi.

D. Kuwasilisha malalamiko kwa Kitengo cha Malalamiko Benki Kuu

Baada ya ufuatiliwaji wa hatua tajwa, kama haukurudhishwa au kama hujapokea majibu ndani ya siku 14 za kazi, andika barua kwa anuani ifuatayo;

Ofisi ya sekretari wa Benki,
2 barabara ya Mirambo,
S.L.P 11884

Dar Es Salaam

Uwasilishwaji wa malalamiko kwa Kitengo cha Malalamiko ya Wateja utafanyika kwa kujaza fomu namba III kwa Muongozo wa Malalamiko ya Wateja wa Benki 2015 and 2019.

Hatua na muda utakaofuatwa ndani - Azania Bank

UTATUZI/HATUA	MUDA UTAKAOTUMIKA
Uwakilishi wa tatizo	Ndani ya masaa 24
Kwa uchunguzi na suluhisho	Ndani ya siku 14
Kwenda Dawati la Malalamiko Benki Kuu	Baada ya siku 14

