



MUONGOZO WA MREJESHO NA MALALAMIKO YA WATEJA

Azania Bank PLC inaamini kuwa huduma ya benki inapaswa kuwa yenye uzoefu wa kufurahisha na imeahidi kutoa, kwa hivyo nimuhimu kwetu kujua maoni yako ili tuweze kuunda taswira ya kudumu ya ubora, kupitia bidhaa na huduma zetu.

Ikiwa hujafurahishwa na huduma zetu, tuambie kuhusu hilo. Hili litatupatia nafasi ya kuweka jambo hilo sawa, na kuhakikisha tunaboresha huduma zetu kwako katika siku zijazo. Ili kuharakisha maazimio ya malalamiko, zungumza na wafanyakazi wetu wa mahusiano au mfanyakazi katika tawi lako, ana kwa ana au kwa simu. Unaweza pia kujaza maelezo yako ya malalamiko na kuyaweka kwenye kisanduku cha mapendekezo kilichotolewa kwenye tawi au unaweza kututumia kupitia nambari zetu za huduma kwawateja (kituo cha simu).

Meneja wa Tawi:

Namba ya simu:

Huduma kwa wateja:

Simu ya bure: 0800 110 210
Ujumbe wa WhatsApp: 0784 701 818
Webchat: <https://azaniabank.co.tz>

Barua:

Tuandikie kupitia:
Mkurugenzi
Makao Makuu, Barabara ya
Sam Nujoma S.L.P 32089
Dar es Salaam, Tanzania

Ikiwa haujaridhika na huduma uliyopokea kutoka kwa watumishi wetu, unaweza kwenda zaidi kwa mawasiliano kama yalivyoambatanishwa hapa chini.

Hatua 1

(Siku 0-4)

Huduma kwa wateja Simu ya bure: 0800 100 210,
Barua pepe: customercare@azaniabank.co.tz

Hatua 2

(Siku 5-10)

Meneja, Huduma kwa Wateja: Barua pepe: manager.customercare@azaniabank.co.tz

Hatua 3

(Siku 11-13)

Mkurugenzi Uendeshaji: Barua pepe: director.operations@azaniabank.co.tz
Mkurugenzi wa Biashara: Barua pepe: director.business@azaniabank.co.tz

Ikiwa bado haujaridhika na utatuzi wa Benki kwa malalamiko yako na kama benki haijakupa mrejesho wa malalamiko ndani ya siku 14 za kazi, unaweza kuwasilisha malalamiko yako kwa Benki Kuu ya Tanzania kupitia:

Dawati la Usuluhisho

Ofisi ya Katibu wa Benki Kuu, Bank of Tanzania
2 Mtaa wa Mirambo, 11884 Dar es Salaam,
S.L.P: 2939 Simu: +255 22 223 3265/ +255 22 223 3246 Fakisi: +255(0) 22 223 4067,
Barua pepe: complaints-desk@bot.go.tz



COMPLAINTS HANDLING ESCALATION MATRIX

Azania Bank PLC believes that banking should be a pleasant experience and it is committed to deliver, thus it is important for us to know your feedback so that we can create a lasting impression of excellence, both through our products and services.

If you are unhappy with our products or services, tell us about it. To fasten complain resolutions, speak to our staff at head office/branches/bureaus/service centre's or WAKALA. You can also fill in your complaint details though our website or you may write to us or call through the following numbers.

Branch Manager Numbers	Phone number:	Letter Kindly write to us through our address Managing Director Head Office, Sam Nujoma Road P.O Box 32089 , Dar es Salaam, Tanzania
Call Centre Numbers	Toll-Free Number 0800 110 210 WhatsApp 0784 701 818 Webchat: https://azaniabank.co.tz	

If you are not satisfied with the services received from our staff, you can escalate further to the below contacts.

Level 1: (0-4 Days)	Call Centre Team; Toll Free 0800 100 210, Email: customercare@azaniabank.co.tz
Level 2: (5-10 Days)	Customer Care Manager - Email: manager.customercare@azaniabank.co.tz
Level 3: (11-13 Days)	Director of Operations - Email: director.operations@azaniabank.co.tz Director of Business Development - Email: director.business@azaniabank.co.tz

If you remain dissatisfied with the Bank's resolution of your complaint and if the bank did not acknowledge your complaints within 14 working days, you may escalate your queries to the Bank of Tanzania through:

Complaints Resolution Desk

Office of Secretary to the Bank, Bank of Tanzania

2 Mirambo Street, 11884 Dar es Salaam,

P. O. Box: 2039, Telephone: +255 22 223 3265/ 22 223 3246 Fax: +255 (0) 22 223 4067,

Email: complaints-desk@bot.go.tz