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Customer Complaints Resolution Process Flow

Complaints Procedure for Econet Retail Shops

1 Customer reports complaint to Consultant

2 Consultant attends to complaint

3 If not resolved, complaint escalated to Shop Supervisor

4 If not resolved, complaint escalated to Shop Manager

5 If not resolved, complaint escalated to Support Department

6 If not resolved, complaint escalated to General Manager: Marketing and Customer Experience

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Customer Complaints Resolution Process Flow

● Complaints Procedure for Call Centre

1 Customer reports complaint to Agent

2 Agent attends to complaint

3 If not resolved, complaint escalated to Team Leader

4 If not resolved, complaint escalated to Call Centre Supervisor

5 If not resolved, complaint escalated to Customer Services Manager

6 If not resolved, complaint escalated to General Manager: Marketing and Customer Experience