

# Complaints Procedure



## What is a complaint?

A complaint is an **expression of dissatisfaction** made to an organisation, related to its **products/services**, or the **complaints handling process** itself, where a **response or resolution** is explicitly or implicitly expected.



## Issue handling procedure

Should a customer have any **queries or issues** that need to be resolved, the below **issue handling escalation path** should be followed:

	First point of contact	Second point of contact	Third point of contact
<b>Contact Centre – Prepaid, Postpaid, MoMo and Business (135)</b>	Call Centre Agent	Supervisor/ Manager	MTN Complaints
<b>Business Call Centre (135)</b>	Call Centre Agent	Supervisor	MTN Complaints
<b>Social Platforms</b>	Agent	Supervisor/ Manager	MTN Complaints
MTN South Africa               @MTNza               @MTNzaService or MTNza			
<b>Insurance (083 123 6084)</b>	Call Centre Agent	Supervisor/ Manager	MTN Complaints
<b>Coverage Help Desk (083 900 1212)</b>	Call Centre Agent	Supervisor	MTN Complaints
<b>Web Portal – Prepaid and Postpaid</b>	<b>mtn.co.za</b>		
<b>MTN Stores – Prepaid, Postpaid, MoMo and Business</b>	Store Consultant	Supervisor/ Manager	MTN Complaints
<b>Digital – WhatsApp (083 123 0011) Prepaid and Postpaid</b>	Agent	Supervisor/ Manager	MTN Complaints



## Complaints handling procedure

In a situation where a customer is **not satisfied** and an issue becomes a complaint, the below **complaints handling escalation path** should be followed:

- Complaints can be sent to **complaints@mtn.com**
- Should **MTN** fail to resolve a customer's complaint within **14 days**, the complaint may be escalated to **ICASA** at **consumer@icasa.org.za** or **012 568 3000/3001**
- In addition, as **MTN** is a member of the **Consumer Goods and Service Ombudsmen**, the customer can send an email to **complaints@cgso.org.za** or **info@cgso.org.za** or call **086 000 0272**



Independent Communications Authority of South Africa

**Please note:** You should follow the **issue handling procedure** first, before attempting to follow the **complaints handling procedure**.

