



COMPLAINT RESOLUTION PROCEDURE

SAFETY • QUALITY • STANDARD

We take superior service and quality workmanship very seriously. If you are unhappy with your vehicle repair, please:

1. Contact the SAMBRA member who conducted the repair to discuss the repair issue and to resolve the complaint.
2. If the first step does not resolve the matter, contact:

SAMBRA Regional Office: 012 348 9311

3. A formal complaint document will be forwarded to you, the complainant. This document must be completed and returned via fax or email to the SAMBRA regional office.
4. A fee of R250 is payable on registration of the complaint. This fee will be refunded to you in the event that our investigation finds the SAMBRA member at fault.
5. The SAMBRA regional manager will inspect the vehicle at the SAMBRA member's premises, in your presence.
6. If no resolution can be reached, the matter will be referred to the SAMBRA regional executive for arbitration, review and a final decision.
7. The same procedure is available to the SAMBRA member in instances where a dispute with a customer or insurance company cannot be resolved.

