South African Automotive Industry Code of Conduct

A REGULATION OF THE

CONSUMER PROTECTION ACT, NO. 68 OF 2008

"4. OBLIGATIONS BY SUPPLIERS REGARDING COMPLAINTS

- 4.1 Suppliers shall:
 - 4.1.1 Establish internal complaints handling processes, including the following:
 - 4.1.1.1 an internal complaints handling department, if any, of the supplier; and/or
 - 4.1.1.2 a suitable complaints resolution procedure; and
 - 4.1.1.3 the process to be followed by the consumer in order for such complaint to be lodged with the MIOSA.
 - 4.1.2 display in or at all trading premises a notice that:
 - 4.1.2.1 reflects that there is a Code which binds suppliers; and
 - 4.1.2.2 when requested by consumers, and at no cost, provide the consumers with the contact details of:
 - 4.1.2.2.1 the particular internal complaints handling department, if any, of the supplier, and
 - 4.1.2.2.2 the MIOSA, including details relating to the process to be followed by the consumer in order for such complaint to be lodged;
 - 4.1.3 train, or if not possible inform all relevant staff members in respect of:
 - 4.1.3.1 the Act and Regulations, as issued and / or amended from time to time; and
 - 4.1.3.2 the Code, as amended from time to time; and
 - 4.1.3.3 general principles and procedures on effective handling of complaints;
 - 4.1.4 attempt to resolve complaints and disputes in accordance with:
 - 4.1.4.1 the spirit and provisions of this Code, the Act and Regulations; and
 - 4.1.4.2 the spirit and provisions of dispute procedures;
 - 4.1.5 make every reasonable effort to resolve complaints within 30 (thirty) days and if unable to do so, for reasons such as on-going technical testing or the like, then to inform the consumer thereof before the expiry of 30 (thirty) days.

5. NON-COMPLIANCE WITH THE CODE

5.1 Non-compliance with the Code is prohibited by Section 82(8) of the Act.

5.2 Where there is any non-compliance with the Code by suppliers within the Automotive Industry and such non-

compliance is brought to the attention of the MIOSA, the matter will [

be investigated and dealt with in accordance with the MIOSA

procedures.

5.3 The MIOSA may, in addition to any step taken in terms of its procedures, refer such non-compliance to the NCC."

