



Cape Precious Metals Supply Chain: Complaints procedure for customers

Cape Precious Metals has established this complaints procedure to hear concerns about circumstances in the supply chain involving gold and/or platinum metals from conflicted affected areas.

Sharon Eades (Director) is responsible for implementing this procedure and concerns can be raised by interested parties via email or telephone to:

Sharon Eades

Tel: 021 551 2066

Email: Sharon@capepreciousmetals.co.za

On receiving a complaint, we will aim to:

- Get an accurate report of the complaint
- Explain our complaint procedure
- Find out how the complainant would like it handled
- Decide who is the appropriate person internally to handle the complaint, or assist with redirecting the complaint to another entity, such as the relevant supplier or institution
- Where the issue can be handled internally, see further information where possible and appropriate
- Identify any actions we should take, or monitor the situation
- Advise the complainant of any decisions or outcomes
- Keep records on complaints received and the internal process followed, for at least 5 years.

