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Policy - 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 conflict affected areas.

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

Sharon Eades
Tel: 021 5512066
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 the appropriate person is 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, seek further information where possible and appropriate;
- Identify any actions that should be taken, 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.