

PROCEDURE FOR LODGING A COMPLAINT

Section 30A of the Pension Funds Act, 24 of 1956, prescribes the procedure to be followed in lodging a complaint.

STEP 1

- The complainant must first address in writing his/her complaint to the respondent/s for a resolution.
- The complainant must allow the respondent/s 30 days in which to resolve the complaint.

STEP 2

- If the respondent/s fails to resolve the complaint satisfactorily within 30 days, the complainant can lodge such a complaint with the adjudicator. The written complaint to the Adjudicator must disclose the following.
 - Who the complainant is;
 - Full names and identity numbers
 - Contact details
 - Who the respondent/s is/are;
 - Full names registered names (if its fund or employer)
 - Contact details
 - The relations between the complainant and the respondent/s
 - For example, membership in the fund or a beneficiary of a member etc;
 - The complaint issue;
 - What legal wrong has been caused to the complainant by the respondent/s.
 - The relief sought;
 - How the wrong caused to the complainant can be addressed.

NB. A complaint to the Pension Funds Adjudicator can be submitted on this website by completing the complaint form and submitting it online provided that the step 1 above has been completed.