

# COMPLAINT PROCESS CHART



1

## How to lodge a complaint

1. Sent via fax: 087 234 7789  
(Debt Counselling Complaints)  
087 234 7822 (General Complaints)
2. Sent via post: PO Box 209,  
Halfway House, 1685
3. Sent via email:  
complaints@ncr.org.za  
dcomplaints@ncr.org.za
4. In person at the NCR  
No. 127, 15th Road,  
Randjespark in Midrand
5. Telephonic: provided consent is  
granted to Call Centre Agent



2

## Call from Consumer



3

## Call Centre: 0860 627 627

1. Debt Counselling Complaints
2. Registrations
3. General Complaints
4. Operator



4

## Call Centre Agent screens the call and advises accordingly



5

## Complaint assessed - consumer informed of outcome



6

If the matter falls within the NCR's mandate, the complainant is requested to complete a Complaint Form; the complaint is then captured, allocated and processed



7

## The outcomes/ findings communicated to the complainant

