

# **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.”

Endorsed by:



MOTOR INDUSTRY OMBUDSMAN  
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