

# **AMW CAPITAL LEASING AND FINANCE PLC**

## **Complaint Handling Procedure**

**Version 2.0**

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## 1. Introduction

AMW Capital Leasing & Finance PLC (AMWCL) as a service organization, regards customer service and customer satisfaction a prime concern. The Company considers that customer complaints are a part of the business of any corporate entity. AMWCL not only believes that providing prompt and efficient service is essential but also recognizes the right of its customers to complain and indeed welcomes their complaints as a valuable form of feedback to improve the Company's service quality and products.

AMWCL's policy on complaints resolution is based on:

- ✓ Customer complaints are recognized as a tool to address shortcomings, if any.
- ✓ Customers are treated fairly and to the highest professional standards at all times.
- ✓ Complaints raised by customers are dealt efficiently and with utmost courtesy.
- ✓ Customers are fully informed of avenues to escalate their complaints/grievances within the Organization and their rights to alternative remedy, if they are not fully satisfied with the response or remedy given by the Company
- ✓ There is a designated staff member assigned to handle complaints in each business location of AMWCL. The contact details of that staff member are displayed in the business location together with the contact details of the Financial Ombudsman.
- ✓ AMWCL employees must work in good faith and without prejudice to the interests of the Customer to minimize complaints.

All staff members are required to follow this procedure manual when handling complaints.

## **2. What is a complaint?**

AMWCL's definition of a complaint is:

“A communication received by the Company through any means (oral/written/mail/e-mail or anonymous) which expresses dissatisfaction about any aspect of the Company's Products, Services, Employee behavior/attitude, Processes or Systems etc.

Types of customer complaints might be regarding:

- i. Inadequate/poor services.
- ii. Products offered by the Company.
- iii. The employees' attitude/dealing.
- iv. Branch/Departmental culture/environment.
- v. Delay in responding customer inquiries.
- vi. Malfunction/noncompliance of processes & procedures:
  - Application Processing delays
  - Delayed Disbursement
  - Fraudulent activities
- vii. Non-availability of required documentation/printed stationery.
- viii. Funds deposited not accounted for clients' facilities.
- ix. Incorrect facility records due to errors & omissions, weak internal controls.
- x. Gaps in standards expected and actual services rendered.

## **3. Handling anonymous complaints**

AMWCL value all complaints. This means the Company treats all complaints including anonymous complaints seriously and will take action to consider them further wherever this is appropriate. Generally, the Company will consider anonymous complaints if there is enough information in the complaint to enable the Company to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable AMWCL to take further action, Company may decide not to pursue it further. Any

decision not to pursue an anonymous complaint must be authorized by the Head of the Department for which the particular complain relates.

If an anonymous complaint makes serious allegations, the Head of the Department should refer it to the Internal Auditor immediately. If Company pursue an anonymous complaint further, the issue will be recorded as an anonymous complaint on the complaints register.

#### **4. How to Handle Complaints**

- I. On receiving a complaint, staff must first decide whether the issue can indeed be defined as a complaint. The customer may express dissatisfaction about more than one issue. This may mean the staff treat one element as a complaint, while directing the customer to pursue another element through an alternative route.
- II. If the staff received and identified a complaint, record the details of the complaint in the complaint register.
- III. Next, decide whether or not the complaint is suitable for frontline resolution, or it needs to be investigated. Some complaints will need to be fully investigated before a solution could be given to a customer.

<b>Frontline Resolution</b>	<b>Way to Resolve</b>
<p>Complaints that are straightforward and could be easily resolved, requiring little or no investigation.</p>	<ol style="list-style-type: none"> <li>1. Record the complaint in complaints register and issue an acknowledgement to the client.</li> <li>2. Apologize the client.</li> <li>3. Resolve the complaint on the spot or within a working day.</li> <li>4. Inform the customer about the resolution. If the customer has made the complaint over the phone or verbally no written response is required. If the complaint had been made in writing the designated staff in the branch should arrange a reply to the client in consultation with the respective Head of the Department for which the complaint relates. Such letters should be signed by the respective Head of the Department. Complaints that involved legal issues should be resolved in consultation with the Head of Legal.</li> <li>5. Record the complaint resolution in complaint register.</li> </ol>

IV. Complaints that cannot be resolved by frontline resolution needs to be escalated to the Investigation stage.

<b>Investigation</b>	<b>Way to Resolve</b>
<p>For issues that have not been resolved at the frontline or that are complex, serious or 'high risk' and needs investigation.</p>	<ol style="list-style-type: none"> <li>1) Record the Complaint in Complaints Register and issue an acknowledgement to the client.</li> <li>2) Apologize the Client.</li> <li>3) Inform the client that complaint needs to be investigated and Company will inform him the resolution of the complaint within 07 working days.</li> <li>4) Staff should escalate the complaint to the designated staff in the branch assigned to handle complaints.</li> <li>5) The Designated staff should identify to which business area the complaint relates and then inform the respective Head of the Department about the complaint.</li> <li>6) The Head of the Department investigates and informs/writes to the client about the resolution of the complaint and inform the same to the branch from where the complaint originated. If the complaint has been received in writing the Head of the Department should write to the client. Complaints that involve legal issues should be resolved in consultation with the Head of Legal.</li> <li>7) The complaint should be resolved within 07 working days.</li> <li>8) The branch should follow up with the Head of the Department and updates the complaints register once the complaint is resolved.</li> </ol>

## **5. Complaints against Senior Management/Staff Designated to Handle Complaints**

If a customer makes a complaint against a senior management member or a person designated to handle complaints, the respective senior management member/designated staff against whom the complaint was made should not engage in resolving such complaint.

Those complaints should be forwarded to the next higher superior officer of senior management or designated staff.

## **6. Complaints made by Clients to the Financial Ombudsman or Central Bank of Sri Lanka**

Customer complaints made to the Financial Ombudsman or Central Bank of Sri Lanka will be attended by the Compliance Officer. The Compliance Officer will consult the respective Head of the Department for which the complaint relates when resolving these complaints. A record of complaints made to the Financial Ombudsman and Central Bank of Sri Lanka will be maintained by the Compliance Officer.

## **7. Customers Dissatisfied with the Company's Resolution of a Complaint**

Clients who are dissatisfied with Company's resolution of a complaint has the right to make a complaint to the Financial Ombudsman whose details are displayed in all business locations of AMWCL.

## **8. Record Keeping and Monitoring**

All complaints received either written, verbal or anonymous should be recorded in the Complaints register. All branches should maintain this complaint register.



If there is any complaint received, a scanned copy of the complaints register should be forwarded to the Head of Compliance on quarterly basis. The Head of Compliance will maintain the central database of complaints.

The internal auditor will periodically inform the Audit Committee about the adherence of staff to this procedure manual.

## **9. Complain Handling – Key Contact Person**

We encourage our clients to give their feedback on the service provided by AMWCL. You are welcome to record any complaints, feedback, appreciation or commendations by

- Contacting the relevant Marketing Executive assigned to you
- Contacting relevant Branch Manager
- For matters relating to lending Products contacting Mr. Sanjaya Thenuwara GM - Marketing on contact No 775058703 email - [Sanjaya.Thenuwara@amw ltd.com](mailto:Sanjaya.Thenuwara@amw ltd.com)
- For matters relating to deposit products contacting Ms Sasanka Hirimburagamage Assistant Manager Customer Relations – Fixed Deposits on contact No 768309413 email – [sasanka.hirimburagamage@amw ltd.com](mailto:sasanka.hirimburagamage@amw ltd.com)
- Write to us at our website [www.capitalleasing.lk/Contactus.aspx](http://www.capitalleasing.lk/Contactus.aspx)
- Feedback/complaints should not necessarily be in writing.

Once a complaint is received, we will acknowledge the receipt of the same and keep you informed of the action taken.