

Name of firm

Address

Date

Dear Sirs

Formal Complaint

I wish to lodge a formal complaint about [insert details].

I understand from SAIBA that you are required to have in place internal complaints-handling procedures in accordance with SAIBA's Code of Ethics and Conduct and the guidelines published on its website at:

www.saiba.org.za

I also understand that my complaint should be investigated by a person of seniority who, where possible, has not been directly involved in the matter.

I wish to invoke those procedures and look forward to receiving a prompt acknowledgement of this letter in accordance with the guidelines.

Yours faithfully