

### **Procedures to be followed**

Fountainhead property Trust Management Limited encourages investors to engage with management on any concerns or queries they have. Management is committed in resolving all complaints and queries in a timely and efficient manner. In order to deal with these concerns effectively, management has established a process that will assist with this.

In submitting complaints investors are encouraged to:

- Lodge all complaints in writing, either through physical post or email. Contact details is listed on the Trust's website, [www.fountainheadproperty.co.za](http://www.fountainheadproperty.co.za)
- Any relevant supporting documentation should accompany the written complaint.

In dealing with complaints management will ensure that:

- Complaints are handled by adequately skilled and trained staff. All complaints received will be handled by the Compliance Officer of Fountainhead, who will manage the complaint until resolved.
- Management will acknowledge receipt of any complaint once received in writing.
- Steps are taken to investigate and respond to complaints in timely, efficient and fair manner.
- Steps are taken to ensure avoidance of similar complaints in the future, where possible.
- Complaints is documented and recorded for a period of five years.
- Where a complaint is not resolved to the investor's satisfaction, the investor will be advised of any further steps that may be available to them in terms of the law.