



Budget Complaints Process

Our complaints philosophy

Budget is an authorised financial services provider and insurer, and is fully committed to making sure that we are fair, transparent and prompt when it comes to the internal resolution of complaints. We are dedicated to the continued delivery of the highest standard regarding complaints handling. This is done by ensuring that complaints are dealt with by members of staff who have the expertise, experience and qualifications to correctly deal with all complaints. We also want to make sure that you can easily find the complaint's process, and make sure that the internal complaints process is clear and visible to you, our customers.

What we stand for

We, at Budget, have a responsibility to treat all customers honestly and fairly, and with due skill and care. In addition to this, we act in the interest of our customers and the integrity of the industry. This Complaints Process is supported by our Complaints Management Framework.

Our complaints process



CONCLUSION

Budget is here for you, and this complaints process offers guidance and transparency around how we handle complaints. We try to always provide the best customer service and experience in all our dealings with you and are committed to the promise laid out in this document.

To register a complaint, contact us:



Call **0860 109 059**



Email **disputeresolution@budgetins.co.za**