



## **Communique 2 of 2023**

### **Complaints Handling Process Manual**

The Office of Ombudsperson for Financial Services is pleased to issue its Complaints Handling Process Manual, which primarily aims at disclosing the approach taken in the exercise of its powers.

The Manual also discloses the Office's operational constraints and provides solutions to circumvent difficulties.

The Manual is issued for guidance purposes and does not create enforceable rights.

**Office of Ombudsperson for Financial Services**

**Wednesday, 08 February 2023**