

SERVICE DELIVERY CHARTER

We value your Feedback.

Clients Rights

- Lodge complaints, review and appeal in accordance with established procedures
- Privacy and confidentiality
- Where possible, participate in arriving at the solution or recommendations to address their problems related to the Company's products and services.
- Be treated with respect and dignity.

SonySugar Obligations

- Respond to requests by the Company and expeditiously provide required details to facilitate quick investigations and satisfactory feedback
- Treat SonySugar staff with courtesy
- Attend scheduled appointments punctually;
- Uphold the law with regard to integrity, transparency and be professional in your dealings with SonySugar.
- Enhance that correspondences to us are correctly addressed and that you provide the company with complete contact information to enable us respond to you promptly.

When you want to know.....PLEASE ASK.

When you like what happensPLEASE TELL OTHERS.

When you don't like what happensPLEASE TELL US.

In case you have a complaint.

- Contact Officer of the Service delivery point e.g. Departmental Head
- If not satisfied, talk to our Corporate Affairs & Communication Division located at the Main Administration Block – Sare – Awendo or Call

Tel: 0722 205 346/7 Ext. 2422/2144

Cell: 0572505511 Dedicated Customer Service Line

- You can forward your complaint to the Managing Director as a last resort through:
Tel: 0208029050
- Or report corruption through:
Toll free No.: #31#0800722990

COMPLAINTS MANAGEMENT PROCEDURE

