

 <p style="text-align: center;">South Nyanza Sugar Company Limited</p>	<p>DOC NO.: <i>SNSC/GAD/CACD/CCF/01</i></p>	<p>ISSUE NO.: 02</p>
<p>TITLE: CUSTOMER COMPLAINTS/FEEDBACK</p>		<p>DATE: 2nd April 2013</p>

South Nyanza Sugar Company (SonySugar), affirms its commitment to serve our customers in a fair, courteous and prompt manner. The Corporate Affairs & Communication Division (CACD) is mandated to receive and take an appropriate action on complaints received from both internal and external customers.

Customers' feedback will be appreciated, taken in good faith and treated confidentially. The Company shall acknowledge feedback and provide response, results or a progress report within 30 days working days from the date of receipt.

Customer Details

Names:..... **Gender:** Male Female

ID No:Address:Tel :.....Email:

1. Which SonySugar staff or office are you complaining about?

Department: Division.....

2. Details of Complaint/Feedback (Please give a brief summary of your complaint/feedback and attach supporting documents)

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3. Have you registered/reported complaint/feedback to the Department or the officer involved?

If **Yes**, what was the outcome of the complaint/feedback you reported?

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If **No**, please give your reason/s

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Have you reported this matter to any office or Manager? **Yes:** **No:**

If Yes, which/who

.....

What are the specific issues you want the CACD to inquire into?

(a)

(b)

(c)

The Environment

As part of our commitment to protect and continually improve the environment, we welcome your compliment, suggestions and / or complaint on any areas that our activities may impact (Positively or negatively), on the Environment: -

Compliment:

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Complaint:

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Suggestion:

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Signature: **Date**

OFFICE USE ONLY

FILE REFERENCE NUMBER

OFFICER HANDLING

COMMENTS