

Complaints to the NCC

What is the role of the NCC in dealing with consumer complaints?

The National Consumer Commission (NCC) facilitates the redress of consumer complaints where consumer rights in the purchasing of goods and services were not respected by suppliers as per the Consumer Protection Act (CPA).

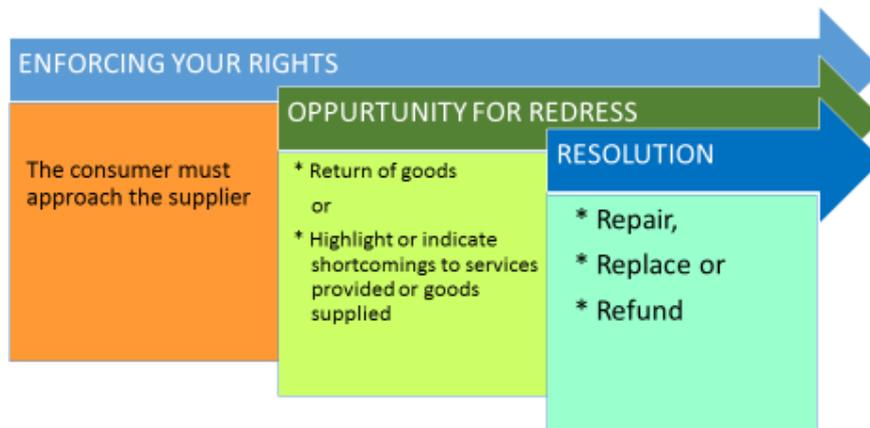
The NCC deals with consumer complaints about goods and services and not the related credit agreement.

How can NCC help you?

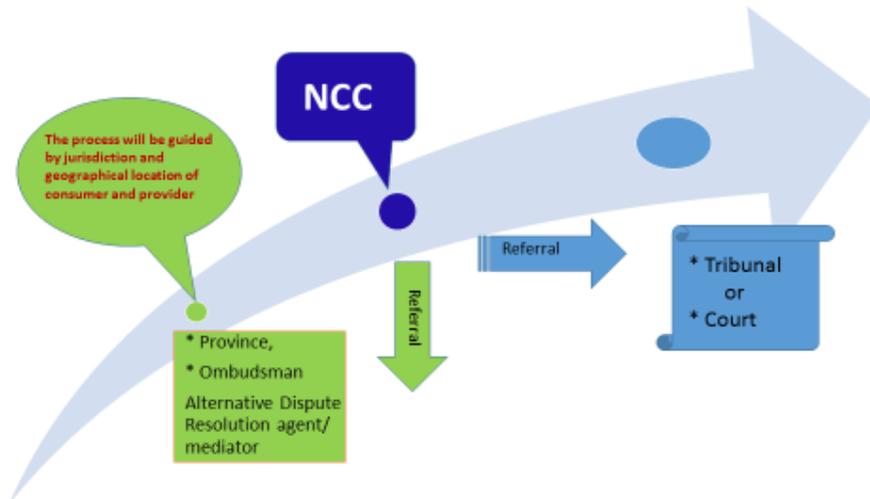
The NCC investigates cases that have gone through the mediation process and could not be resolved. The investigation process is usually followed by the NCC referring the dispute to be adjudicated by the National Consumer Tribunal (NCT).

The NCC promotes informal resolution of any dispute arising between a consumer and a supplier, it thus does not, directly intervene or directly adjudicate disputes between consumers and suppliers. Cases that will not be immediately considered for investigation are re-directed to suppliers, Alternative Dispute Resolution Agents (ADR) such as Ombud Schemes or Provincial Consumer Protection Authorities.

COMPLAINTS RESOLUTION



ESCALATION (CONSUMER IS STILL AGGRIEVED)



What are some of the common consumer rights violations that consumers can complain about?

- Unsafe (that may cause harm to the user) and poor quality (that are not durable and do not function at the standard claimed by the supplier) goods.
- Non delivery or late delivery of goods and services.
- Defects and exchanges
- Supplier unwilling to either repair, replace or refund.
- Unfair terms of cancelation of advance reservations, booking, orders or contracts.
- Misleading labels.
- Bait Marketing.
- Discriminatory service.
- Lack of delivery or unsatisfactory delivery of service.
- Prepaid services and access to service.
- False, misleading and deceptive misrepresentation.
- Unfair, unreasonable unjust and contract terms.
- Non-adherence to extended Warranty.
- Non-Disclosure or incorrect display of the price of goods and services.

What should a consumer do to ensure swifter resolution of a complaint?

- Always keep purchase receipts.
- Thoroughly inspect goods for defects before purchase.
- Report underperforming or defective products within 6 months of purchase.
- Address complaints first with the supplier and if this fails, report the issue at the Provincial Consumer Protection Authority or the OMBUDSMAN (ADR).
- Report the case to the NCC when all has failed providing the NCC with a reference number received from the supplier/ADR to ensure that the informal resolution channels have been used

before referring the complaint to the NCC.

- Keep a record of all communication.

Who can complain about consumer rights violations?

- A natural person
- A business owner with an annual turnover of not more than R2 million per year and franchisees.
- A person or a group of people who are affected by an unfair treatment in the course or transacting for goods and services.
- A person or an organisation acting on behalf of the affected person, law firm, attorney, advocate, NGO, friend or family member
- An association acting in the interest of its members
- Anyone acting as a member of, or representative of, a group or class of people
- Anyone acting on behalf of the public

How to lodge a complaint with NCC?

Complaints that could not be resolved with the supplier and through the ADR process i.e. by provinces or ombudsman, can be lodged by filling NCC complaint form – available from www.thencc.gov.za or by calling (012) 428 7000

- **E-mail**
complaints@thencc.org.za or
- **Post**
National Consumer Commission
P.O. Box 36628
Menlo Park
0102