

FACT SHEET 5

TRBR is here to help you



How to properly lodge a complaint

The Telecommunications and Radiocommunications Regulation Act No. 30 of 2009 has established a regulatory framework for telecommunications and for related purposes. The Act has given power to the Regulator to act independently.

For the purpose of the Telecommunications and Radiocommunications and Broadcasting Regulator (TRBR) Guidelines for Consumer Complaint Handling, Consumer has the same meaning as "end user" used by the Telecommunications and Radiocommunications Regulation Act 2009 (the Act), which means a person who is the ultimate recipient of a telecommunications service or another service provided by means of that telecommunications service but does not include affiliates of a service provider.

All Telecommunications Providers have a license obligation to provide to their respective customers the Consumer Complaint procedures and processes.

What do I do when I am not satisfied with the services offered by the operators?

1. A consumer may submit a complaint to a respective service Provider (SP).
2. A SP responsible must respond within 5 days.
3. If you are still not happy with the response from the SP, you may refer your complaint to the Regulator's Office and will be regarded as dispute and TRBR will investigate.

Where do I find TRBR and what do I do?

1. TRBR is opposite Bred Bank, an arcade down to La Tentation (Old Rossies). Look for TRBR sign on the side of the wall of the building.
2. Collect a consumer complaint form from the receptionist or download an electronic form online from our website and fill out with attachments of evidence. For more information refer to www.trbr.vu under consumer Affairs or call 27621.



27621



enquiries@trbr.vu



www.trbr.vu

What do I do when applying?

1. You must submit a complete form to TRBR and copies to the service provider and keep a copy.
2. Once the receptionist receives your complaints, she will register and direct to the officer responsible.

What do TRBR do with my complaint application?

TRBR will attempt to mediate and where possible resolve the disputes brought to its attention between the consumer and the SP. If the Dispute is however not resolved to the satisfaction of your complaint within 15 days, you may invite TRBR in writing to take necessary step to address the issue according to its powers provided for under the Act.

What will happen if I'm not satisfied with the order made by TRBR as per the Consumer Complaint Handling Processes?

1. The consumer may choose to seek alternative avenues.

