

WHERE DO YOU GO WHEN YOU NEED TO COMPLAIN?

Consumer Affairs Offices

These are government agencies that offer a free service.

KwaZulu-Natal

Tel: 033 264 2500
Fax: 033 264 2676

Free State

Tel: 051 400 4700/4852
Fax: 0051 400 9610

Northern Cape

Tel: 053 832 2566/7
Fax: 0053 832 2564

Mpumalanga

Tel: 013 752 3761/5
Fax: 0013 752 3729

Eastern Cape

Tel: 040 609 3052
Fax: 0040 609 3231

North West

Tel: 018 389 5046
Fax: 0018 889 5636

Limpopo

Tel: 015 298 7071
Fax: 0015 295 8750

Gauteng

Tel: 011 355 8117
Fax: 0011 355 3017

Western Cape

Tel: 021 483 5133
Fax: 0021 483 5872
Toll Free: 0800 007 081

These organisations and associations can also help answer your questions and hear your complaints:

Banks

The Banking Adjudicator
0860 800 900

Furniture Retailers

The Furniture Traders Association
Toll Free: 0861 99 88 77

Building Companies

The National Home Builders
Registration Council
Tel: 011 348 5700

National Energy Regulator

(NERSA)
Tel: 012 401 4600
Fax: 012 401 4700

Credit Providers/Bureaus

The National Credit Regulator
0860 627 627

Unfair Competition

Competition Commission
012 349 3200

Medical Schemes

The Council for Medical Schemes
Share Call: 0861 123 267

Financial Advisors

Ombud for Financial Service Providers
0860 324 766

Blacklisting

Credit Information Ombud
0861 662 837

Motor Vehicles

Motor Industry Adjudicator
012 361 8824

Tourism Grading Council

Tel: 011 783 0383/011 384 7600
Fax: 0011 783 0485