

Complaints Procedure

When a complaint is initiated against TradePage Pty Ltd, the complaint must be submitted via email to complaints@tradepage.co.za

The complaint must contain the following information:

- The full names, address and contact details of the complainant
- Full details of the complaint, including date, time and persons involved.
- What the complainant would like to achieve.

TradePage will reply within 5 working days to the complainant.

Failing a suitable outcome the complainant may escalate the complaint to ICASA.

This can be lodged at <https://www.icasa.org.za/pages/consumer-complaints>

A consumer can lodge any consumer complaint against any person licensed by ICASA to provide communications services such as broadcasting, telecommunications, Internet or postal services. Examples of such companies licensed by ICASA are Telkom, Vodacom, MTN and Cell C, amongst others.

Consumers must lodge their complaints firstly with TradePage with whom they have transacted with, before forwarding the matter to ICASA.

Should a consumer not get his/her complaint resolved by the Customer Care Representative of TradePage, he/she must demand that the complaint be handled by the Supervisor of the Customer Care Representative.

Should the complaint not be resolved at that level, the complainant must demand that the complaint be handled by the relevant Manager until all the relevant levels of seniority have been given an opportunity to resolve the complaint before forwarding it to ICASA.

The complainants must demand to be given the Reference Number for the complaint they lodge with their respective Service Providers.

Alternatively, complainants must note down the names of the person they dealt with and the dates when they lodged a complaint, as well as all other dates when they made enquiries or had discussions with the Service Provider, regarding their complaint.

The complainant can forward the complaint to ICASA after exhausting all the above avenues without success.

Electronic Communications Network Services complaints contact the Consumer Affairs Department on: 011 566 3000 or e-mail consumer@icasa.org.za

