



# Complaints Resolution

## Your opinion, compliments, and concerns count!

We love hearing from our clients. There is nothing more rewarding than receiving feedback from a satisfied client. The Smart Online Trader Learning Management System aims that our offerings are consumer friendly and that the course content, coaching- and after-sales support are presented to them at a level exceeding their expectations.

Without honest feedback, we will not be able to grow and improve. We are continuously working on new content, coaching strategies, development, and maintaining good client relations.

We understand that clients differ and so do their needs.

We invite you to interact with us. Not only to compliment the services you receive but also to raise a concern, complaint, or suggestion. We will not feel offended that you are reaching out and will we deal with communication promptly and professionally. If we need to investigate a complaint, we will ensure that you receive feedback in writing.

Should you need to make contact, please use the following email addresses:

[info@smartonlinetrader.com](mailto:info@smartonlinetrader.com) or [helpme@smartonlinetrader.com](mailto:helpme@smartonlinetrader.com)

We aim to give feedback within 48 business hours of receiving the inquiry.

Should you feel your inquiry was not dealt with amicably, you can contact the National Consumer Commission at [complaints@thencc.gov.za](mailto:complaints@thencc.gov.za)

Our number one goal will always be to achieve something today that was impossible yesterday. How can we keep to our promise? By gathering your feedback and acting thereon.