

## Complaint Handling Procedure

### Our Service Standards

Sidian Bank is committed to offering high standards of service to our customers. To achieve this objective, we aim to offer excellent standards at all touch points, inculcate a culture where all staff take ownership, offer customer friendly products, as well as simple effective processes. While providing service, we appreciate there may be times when your experience does not meet your expectations. Your feedback is very important to us as it gives us an opportunity to better serve you in future.

### How to raise a Complaint?

For ease of access, Sidian Bank has availed several channels for customers to access the bank for information or support

All front office staff are empowered to handle first line support to customers who might have any complaint.

At each branch, we have a dedicated customer service desk where staff handle inquiries and offer advice/ guidance on bank products and service.

Issues that require further intervention are escalated to the Operations Manager/ Branch Manager.

We also have a Feedback Box in the banking hall, where you may place written feedback.

You may also reach us at our Contact Center at:

Contact number 0711058000/ 0732158000

Email correspondence: [talktous@sidianbank.co.ke](mailto:talktous@sidianbank.co.ke)

Social media i.e. Facebook, Twitter and Instagram

Live Web Chat on our website [www.sidianbank.co.ke](http://www.sidianbank.co.ke)

### Complaints Resolution

We will do our best to resolve your complaints immediately.

For any complaint not resolved within 24 hours escalation will be done to the Manager, Customer Experience who will then liaise for resolution with the head of the specific units. For complaints not resolved within 7 working days, written updates will be forwarded to the complainant on the progress in resolving the complaint, once every seven days until the issue is resolved.