

## 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, we have 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 branches, where you may place written feedback.

You may also reach us at our Contact Centre on:

**Telephone: 0711058000/ 0732158000**

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

**Social media handles 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.

Some complaints may take a longer time than expected to resolve. If we are unable to resolve your complaint within 48 hours of receipt, we will contact you via phone or provide a written update. For complaints not resolved within 7 working days, written updates will be forwarded you on the progress in resolving the complaint, once every seven days until the issue is resolved.