

# COMPLAINT HANDLING PROCEDURE



## Our Service Standards

Sidian Bank is dedicated to delivering high-quality service to our customers. To achieve this, we strive to maintain excellence at every point of contact, foster a culture where all employees take responsibility, provide customer-friendly products and ensure our processes are simple and efficient. We understand that there may be instances where our service falls short of your expectations and your feedback is invaluable in helping us improve and serve you better in the future.

## How to raise a Complaint?

To ensure ease of access, we have provided various channels for customers to reach the bank for information or support. All front-line staff are empowered to handle first line support to customers who might have any complaint.

Each branch features a dedicated customer service desk where staff are available to address inquiries and provide guidance on our products and services.

If further action is required, the matter is escalated to the Operations Manager or Branch Manager. Additionally, feedback boxes are available at all branches for you to submit your complaints or queries.

You can also contact us through our Contact Centre at:-

**Telephone:** 0711058000

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

## Social media handles

 @Sidian Bank

 @SidianBank

 @sidianbank

## Complaints Resolution

We will do our best to resolve your complaints within the same day where possible. Certain complaints may take longer than anticipated to resolve. If we are unable to address your complaint within 48 hours of receiving it, we will reach out to you by phone or send a written update. For more complaints that require additional time, we will inform you of the expected resolution timeline and provide you with regular updates on the progress.