

COMPLAINTS HANDLING MECHANISM



Victoria Commercial Bank PLC understands that issues may arise, and we are committed to promptly addressing them. This Complaints Mechanism Charter outlines the procedure for you to get in touch with us and submit your compliments or complaints.

1. PROMPT HANDLING

- We will deal with all complaints promptly, politely, and fairly
- If we make a mistake, you are entitled to expect:
 - An explanation
 - Details of the action taken to rectify the issue
 - An apology

2. CONTACT INFORMATION

- You can make a complaint in writing, by email, or by telephone.
- Provide your telephone number if a response by phone would be convenient.
- If emailing, specify whether you need an email response or provide a full postal address

WHERE DO I SEND COMPLIMENTS AND COMPLAINTS:

1) In Writing:

You may drop your letter addressed to the Customer Experience and Communication Department at any of the Victoria Commercial Bank PLC branches.

2) By Telephone:

Call +254 709 876 000/221

3) By Email:

Email - servicedesk@vicbank.com

4) Response Time:

We aim to provide a substantive response upon 48 hours of receiving your complaint. We will communicate the resolution to you, through your preferred contact method. If the resolution requires additional time, we will provide updates at regular intervals.

5) Compliments:

- Share compliments through the same channels used for complaints.
- Include specific details about the positive experience and the name of the staff member, if known.
- Compliments will be acknowledged to express our appreciation

6) Internal Review:

If you are not satisfied with our initial response, request an internal review.



OPERATING HOURS

Visit any Victoria Commercial Bank PLC branch for in-person assistance.

Branch Code	Branch	Weekday	Weekend
001	Upper Hill	8:30AM-3:00PM	Closed
002	Westlands	9:00AM-3:30PM	9:30AM-12:30PM
003	Lunga Lunga	8:30AM-3:00PM	9:00AM-12:30PM
004	Ruaraka	9:00AM-3:30PM	9:30AM-12:30PM
005	Two Rivers	9:00AM-3:30PM	9:30AM-12:30PM
006	Nyali, Mombasa	9:00AM-4:00PM	9:30AM-12:30PM



SURVEY PARTICIPATION

Customers may receive surveys to provide and help us improve our services.

In our commitment to exceptional service, Victoria Commercial Bank PLC stands ready to address your concerns promptly and transparently. Your feedback matters, and we appreciate the opportunity to serve you better.