

Complaints Handling Procedure

Version 1.1 Effective date: 21 October 2026

4. Purpose

V&S Innovations (Pty) Ltd ("V&S") is committed to providing a high standard of service to all users of the Ordev.io and Caterly Suite platforms. We recognise that things occasionally go wrong, and when they do, we want to resolve the matter quickly, fairly, and transparently.

This Complaints Handling Procedure ("Procedure") explains how you can raise a complaint with us, what you can expect from the process, and how to escalate if you are not satisfied with the outcome. This Procedure forms part of our Terms of Service (Terms of Service) and is aligned with the Consumer Protection Act 68 of 2008 ("CPA").

5. Scope

This Procedure applies to all complaints received from:

- Subscribers — organisations using the Platform (restaurants, schools, hospitals, retirement villages, corporate caterers);
- End Users — individuals interacting with the Platform (parents, patients, residents, diners, employees);
- Sub-merchants — businesses processing transactions through V&S's payment facilitation services; and
- Any other person affected by V&S's products or services.

This Procedure covers complaints about:

- Platform functionality, availability, and performance;
- Billing, fees, refunds, and cancellations (in conjunction with Refund and Cancellation Policy);
- Data protection and privacy (in conjunction with Privacy Policy);
- Service delivery and support quality;
- Staff conduct;
- Payment processing, settlements, and chargebacks (in conjunction with our Chargeback and Dispute Management Policy);

- Card payments made in person on a payment terminal at a sub-merchant's premises, including amounts charged incorrectly, charged twice, or charged where the goods were not received;
- Any other matter relating to V&S's products or services.

Chargebacks and card scheme disputes follow a separate process under our Chargeback and Dispute Management Policy but may be initiated as a complaint under this Procedure if the complainant prefers.

6. How to Complain

6.1 Complaint Channels

Channel	Details	Available To	Hours
Email	complaints@ordev.io	All	24/7 (response in WH)
In-App	Account Settings > Support > Lodge Complaint	Registered users	24/7 (response in WH)
Telephone	+27 87 330 7581	All	08h00–17h00 SAST, Business Days
Post	V&S Innovations (Pty) Ltd, 10 Flanders Drive, Mount Edgecombe, KwaZulu-Natal, 4300	All	N/A
Social Media	Direct message only (not public posts). Redirected to formal channels.	All	WH response

6.2 Information We Need

To help us investigate your complaint efficiently, please include:

- Your name and contact details (email and/or phone number);
- Your account name or reference number (if applicable);
- The product or service the complaint relates to (e.g. Ordev.io, Tap4Schools, MediCater, GoldenSpoon, BiteOnSite);
- A clear description of the issue, including dates, transaction references, and the names of any V&S staff you have dealt with;
- Any supporting evidence (screenshots, invoices, correspondence); and
- What outcome you are seeking (e.g. refund, apology, service correction, explanation).

6.3 Anonymous Complaints

We accept anonymous complaints; however, our ability to investigate and resolve an anonymous complaint may be limited if we cannot contact you for further information. Anonymous complaints may be submitted via email or post. If you are an employee or contractor of V&S reporting an internal concern, please use the Whistleblower Policy (our Whistleblower Policy) instead.

6.4 Complaints About Goods Bought From a Sub-Merchant

Where a complaint is about the quality, safety or description of food or other goods sold by a sub-merchant (for example at a tuckshop, canteen or dining-room till), the sub-merchant is the supplier of those goods and is responsible for resolving the complaint under the CPA. You may raise it with the sub-merchant directly or with V&S. V&S will log it, refer it to the sub-merchant and, if it is not resolved within ten (10) Business Days, handle it under this Procedure, including arranging a refund to your card where one is due.

7. Complaint Handling Process

7.1 Process Overview

Step	Action	Detail	Timeframe
1	Receipt & Logging	Complaint received, logged in ticketing system with unique reference number.	Immediate (automated for email and in-app)
2	Acknowledgment	Written acknowledgment sent to complainant with reference number, expected timeframe, and named contact.	Within 2 Business Days of receipt
3	Classification	Complaint categorised by type and priority. Assigned to appropriate handler based on subject matter.	Within 1 Business Day of acknowledgment
4	Investigation	Handler gathers information, reviews records, contacts relevant parties, and assesses the complaint.	Variable (see §7.3 for priority-based targets)
5	Resolution	Proposed resolution communicated to complainant in writing. May include apology, refund, credit, service correction, or explanation.	Within overall resolution target (§7.3)

Step	Action	Detail	Timeframe
6	Closure	If complainant accepts, complaint is closed. Satisfaction survey sent. If not accepted, complainant is informed of escalation options (§8).	Within 5 Business Days of resolution
7	Review	Closed complaint reviewed for systemic issues. Root cause logged. Corrective action tracked.	Monthly review cycle

7.2 Complaint Categories

Category	Examples	Typical Handler
Service / Platform	Downtime, bugs, performance, feature issues	Support team / Technical Lead
Billing / Financial	Overcharges, refund delays, settlement queries	Finance Lead / Support team
Data / Privacy	POPIA requests, data breach concerns, privacy queries	Information Officer
Support Quality	Slow response, unhelpful support, miscommunication	Support Lead
Staff Conduct	Rude behaviour, discrimination, conflict of interest	Chief Executive Officer
Payment / Chargeback	Failed transactions, settlement delays, dispute outcomes	Finance / Support team
Contract / Legal	Terms disputes, cancellation issues, CPA rights	Legal Counsel / CEO

7.3 Resolution Targets

V&S aims to resolve complaints within the following timeframes, measured from the date of acknowledgment:

Priority	Criteria	Resolution Target	Examples
Urgent	Ongoing financial loss, safety concern, regulatory breach, or complete service	5 Business Days	Funds not received, data breach, platform completely unavailable

Priority	Criteria	Resolution Target	Examples
	failure		
High	Material impact on operations but no immediate financial loss or safety concern	10 Business Days	Recurring billing error, major feature broken, refund not processed
Standard	Inconvenience or dissatisfaction; workaround exists	20 Business Days	Minor bug, slow support response, documentation issue
Low	Enhancement request, general feedback, or minor cosmetic issue	40 Business Days	UI improvement suggestion, feature request

If V&S cannot resolve a complaint within the applicable target, we will notify you in writing, explain the reason for the delay, and provide a revised expected resolution date. The CPA requires resolution within a reasonable time — we interpret this as a maximum of forty (40) Business Days for any complaint, except where the investigation requires external input (e.g. from a card scheme, payment processor, or regulatory authority).

7.4 Interim Communication

For complaints expected to take longer than ten (10) Business Days to resolve, V&S will provide the complainant with a written progress update at least every ten (10) Business Days until resolution.

8. Escalation

8.1 Internal Escalation

If you are not satisfied with the handling of your complaint, you may escalate as follows:

Level	Escalated To	When	Response Time
Level 1	Support Lead or Product Lead	Initial handler has not resolved within target, or complainant is dissatisfied with proposed resolution	5 Business Days
Level 2	Technical Lead or Finance Lead	Level 1 escalation unresolved or complaint involves billing/technical complexity	5 Business Days

Level	Escalated To	When	Response Time
Level 3	Chief Executive Officer	Level 2 unresolved, or complaint involves legal risk, regulatory concern, or staff conduct	10 Business Days

To escalate, email complaints@ordev.io with the subject line "ESCALATION — [your reference number]" and state the level of escalation you are requesting, along with the reason.

8.2 External Escalation

If you have exhausted our internal process (or if twenty (20) Business Days have passed since you first lodged your complaint without resolution), you may escalate externally to:

- National Consumer Commission (NCC): For complaints under the CPA. Website: www.thencc.gov.za | Email: complaints@thencc.gov.za
- National Consumer Tribunal (NCT): For adjudication of CPA disputes referred by the NCC.
- Information Regulator: For complaints relating to the processing of Personal Information under POPIA. Website: www.inforegulator.org.za
- Consumer Goods and Services Ombud (CGSO): the accredited industry ombud for consumer goods and services under the CPA. Website: www.cgso.org.za
- Disputed card payments: raise a dispute with the bank that issued your card. If the bank does not resolve it, refer it to the Ombudsman for Banking Services. Website: www.obssa.co.za
- Relevant industry ombudsman: Where applicable to the specific sector (e.g. healthcare, education).
- Magistrate's Court: Where the CPA applies, you may institute proceedings in the Magistrate's Court with jurisdiction, regardless of the amount in dispute.
- AFSA arbitration: In accordance with Terms of Service Clause 21.3.

V&S will co-operate fully with any external investigation, tribunal, or ombudsman process.

9. Remedies

Depending on the nature and outcome of the investigation, V&S may offer one or more of the following remedies:

- Apology — a written acknowledgment of the error and expression of regret;
- Refund — processed in accordance with the Refund & Cancellation Policy (Refund and Cancellation Policy);

- Service credit — applied to the complainant's account in accordance with the SLA (our Service Level Agreement);
- Service correction — repair, re-performance, or modification of the Platform or service;
- Explanation — a written explanation of what happened, why, and what V&S has done to prevent recurrence;
- Process or policy change — where a complaint reveals a systemic issue, V&S will implement corrective action;
- Compensation — in exceptional circumstances, monetary compensation beyond a refund, where the complainant has suffered demonstrable loss as a result of V&S's error; or
- No further action — where the investigation determines the complaint is unfounded, V&S will explain the finding and the complainant's escalation options.

The complainant's acceptance of a remedy does not waive any statutory right under the CPA, POPIA, or other applicable law.

10. Record Keeping and Reporting

10.1 Complaint Register

V&S shall maintain a complaints register recording, for each complaint: the date received; the complainant's identity (or "anonymous"); the complaint category; the priority classification; the assigned handler; all communications; the investigation findings; the outcome and remedy; the date of resolution; and the complainant's satisfaction feedback (where provided).

10.2 Retention

Complaint records shall be retained for a minimum of five (5) years in accordance with the Records Retention Policy (our internal records retention policy). Records relating to complaints that resulted in legal proceedings, regulatory investigation, or significant financial remediation shall be retained for seven (7) years.

10.3 Management Reporting

The CEO shall receive a monthly complaints summary report including:

- Total complaints received, resolved, and outstanding;
- Breakdown by category, priority, and product;
- Average resolution time against targets;
- Escalation rate (internal and external);

- Trends, systemic issues, and recurring themes; and
- Corrective actions implemented and their effectiveness.

10.4 Regulatory Reporting

Where a complaint relates to a matter that must be reported to a regulatory authority (e.g. a POPIA breach reportable under section 22, a matter reportable to the FIC, or a card scheme violation), V&S shall make such report irrespective of the complaint outcome. Complaint-driven regulatory reporting does not require the complainant's consent.

11. Principles of Fairness

V&S is committed to handling all complaints in accordance with the following principles:

- Accessibility — The complaints process is easy to find, easy to use, and available in multiple channels. No charge is levied for lodging a complaint.
- Impartiality — Complaints are investigated objectively by a person who was not directly involved in the matter complained about. Where a conflict of interest exists, the complaint is escalated.
- Timeliness — Complaints are acknowledged and resolved within the targets set out in this Procedure. Delays are communicated proactively.
- Confidentiality — Complaint information is treated as confidential and is shared only with those who need it for investigation or resolution purposes. Personal Information in complaints is processed in accordance with POPIA and Privacy Policy.
- Transparency — The complainant is kept informed at every stage of the process and receives a clear, written explanation of the outcome.
- Non-retaliation — No person shall suffer any adverse consequence for lodging a complaint in good faith.
- Continuous improvement — Complaint data is analysed for trends and systemic issues. Findings are used to improve products, services, and processes.

12. Consumer Protection Act Compliance

This Procedure is designed to meet the requirements of the CPA, including:

- Section 54 — Right to demand quality service: If the Platform service fails to meet the standards a reasonable person would expect, you have the right to have the service remedied, or to receive a refund.

- Section 55 — Right to safe, good quality goods: Where goods are supplied through the Platform, they must be safe, of good quality, and fit for purpose.
- Section 56 — Implied warranty of quality: Goods that are defective may be returned within six (6) months for a refund, replacement, or repair.
- Section 68 — Right to approach the National Consumer Commission with a complaint.
- Section 69 — Right to approach a provincial consumer protection authority.
- Section 70 — Right to access an industry ombudsman.
- Section 76 — Right to a hearing by the National Consumer Tribunal.

Nothing in this Procedure limits or restricts any right you may have under the CPA. Where any provision of this Procedure is inconsistent with the CPA, the CPA shall prevail.

13. Policy Review

This Procedure shall be reviewed at least annually, or when: (a) the CPA or related regulations are amended; (b) a material complaint or regulatory inquiry reveals a deficiency; (c) complaint trend data indicates a systemic issue; or (d) there is a material change to V&S's products, services, or organisational structure.

14. Contact Information

Complaints Email	complaints@ordev.io
General Support	support@ordev.io
Telephone	+27 87 330 7581
Postal Address	V&S Innovations (Pty) Ltd, 10 Flanders Drive, Mount Edgecombe, KwaZulu-Natal, 4300
Information Officer (POPIA)	privacy@vands.co.za
In-App	Account Settings > Support > Lodge Complaint