



## Industry Regulation in South Africa

Industry regulation	Contact
<b>Advertising and media</b>	
<b>Advertising Standards Authority of South Africa (ASA)</b> Handles complaints about advertising that is considered to be unethical, untrue, or misleading.	<a href="http://www.asasa.org.za/">http://www.asasa.org.za/</a>
<b>Broadcasting Complaints Commission of South Africa (BCCSA)</b> Handles complaints about radio or TV broadcasts.	<a href="http://www.bccsa.co.za/">http://www.bccsa.co.za/</a>
<b>Film and Publication Board</b> Handles complaints about films, videos, DVDs, computer games, and certain publications.	<a href="http://www.fpb.gov.za/">http://www.fpb.gov.za/</a>
<b>Press Ombudsman of South Africa</b> Handles complaints about print media.	<a href="http://www.presscouncil.org.za/">http://www.presscouncil.org.za/</a> Email: <a href="mailto:ombudsman@presscouncil.org.za">ombudsman@presscouncil.org.za/</a>
<b>Banking, loans, credit, and debt</b>	
<b>Ombudsman for Banking Services</b> An independent, free, informal, confidential dispute resolution service.	<a href="http://www.obssa.co.za/">http://www.obssa.co.za/</a>
<b>Micro Finance Regulatory Council</b> A private non-profit body appointed by government to regulate the micro-lending industry and protect the interests of consumers.	<a href="http://www.mfrc.co.za/">http://www.mfrc.co.za/</a>
<b>Credit problems</b> Consumers can check their credit rating or obtain advice on credit problems from either of two major credit bureaux, Experian® and TransUnion ICT.	<a href="http://www.experian.co.za/">http://www.experian.co.za/</a> <a href="http://www.mycredit.co.za/">http://www.mycredit.co.za/</a>
<b>Credit Information Ombud</b> If neither of the major credit bureaux (see above) is able to resolve a credit problem, the next line of recourse is the office of the Credit Information Ombud.	<a href="http://www.creditombud.org.za/">http://www.creditombud.org.za/</a>
<b>Association of Debt Recovery Agents</b> A self-regulatory body which investigates complaints against its members.	<a href="http://www.adraonline.co.za/new/">http://www.adraonline.co.za/new/</a>
<b>Building, housing, contractors</b>	
<b>National Home Builders Registration Council</b> A statutory body – by law, all home builders have to be registered with the Council and comply with its building quality standards. It protects the interests of housing	<a href="http://www.nhbrc.org/">http://www.nhbrc.org/</a>

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consumers and regulates the home building industry.	
<b>Housing Consumer Protection Trust</b> Legal advice on all aspects of low-cost housing.	Toll-free: 0800 111 663
<b>Gauteng Master Builders Association</b> Offers a range of services to the public, either for free or for a reduced fee. The Association offers advice, inspections and mediation.	<a href="http://www.gmba.org.za/">http://www.gmba.org.za/</a>
<b>Electrical Contractors Association (SA) (ECASA)</b> The Association regulates the electrical industry, and guarantees to rectify defective work or materials on contracts of up to R10 000 by its members.	<a href="http://www.ecasa.co.za/">http://www.ecasa.co.za/</a>
<b>South African Bureau of Standards (SABS)</b> Oversees clay bricks, cement and other building materials as well as the national building regulations.	<a href="https://www.sabs.co.za/">https://www.sabs.co.za/</a>
Competition	
<b>Competition Commission South Africa</b> A statutory body empowered to investigate, evaluate and control restrictive business practices, abuse of dominant positions by companies, and company mergers in the interests of fairness and efficiency in the South African economy.	<a href="http://www.compcom.co.za/">http://www.compcom.co.za/</a>
Consumer service bodies	
<b>Provincial Consumer Affairs Offices</b> The government has set up Provincial Consumer Affairs Offices countrywide to provide consumers with protection, information and advice regarding disputes over contracts, quality of products, or services.	Eastern Cape: (045) 808 4000 Free State: (051) 400 4852 Gauteng: (011) 355 8000 KwaZulu-Natal: (031) 310 5300 Limpopo: (015) 293 8300 Mpumalanga: (013) 752 3761 North West: (018) 387 7700 Northern Cape: (053) 839 4000 Western Cape: 0800 007 081
<b>National Consumer Forum</b> An umbrella body for consumer organisations countrywide, the Forum is dedicated to promoting and protecting consumer rights.	<a href="http://www.ncf.org.za/">http://www.ncf.org.za/</a>
Electricity	
<b>National Electricity Regulator of South Africa (NERSA)</b> A statutory body that deals with problems relating to the supply of electricity, piped-gas, and petroleum.	<a href="http://www.nersa.org.za/">http://www.nersa.org.za/</a>

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<b>Estate Agents</b>	
<p><b>The Estate Agency Affairs Board</b> A body established by government to regulate the estate agency industry by licensing practitioners.</p>	<a href="http://www.eaab.org.za/">http://www.eaab.org.za/</a>
<b>Insurance and pensions</b>	
<p><b>The Ombudsman for Short-term Insurance</b> Investigates complaints from the public against short-term insurers that are members of the Ombudsman for Short-term Insurance Association.</p>	<a href="http://www.osti.co.za/">http://www.osti.co.za/</a>
<p><b>The Ombudsman for Long-term Insurance</b> Investigates complaints from the public against life and long-term insurers that participate in the Ombudsman's Scheme.</p>	<a href="http://www.ombud.co.za/">http://www.ombud.co.za/</a>
<p><b>Pension Fund Adjudicator</b> Handles complaints regarding private sector pension funds, including provident funds and retirement annuities.</p>	<a href="http://www.fsb.co.za/pfa/pfindex.html">http://www.fsb.co.za/pfa/pfindex.html</a>
<p><b>Social grants</b> Consumers experiencing problems with a social grant, including old age pensions, should contact the Department of Social Development through its head office or their nearest provincial office.</p>	<a href="http://www.dsd.gov.za/">http://www.dsd.gov.za/</a>
<p><b>Financial Services Board</b> Independent statutory body that oversees the non-banking financial services industry – including insurers, retirement funds, unit trust schemes, and financial markets – and handles complaints in the public interest.</p>	<a href="http://www.fsb.co.za/">http://www.fsb.co.za/</a>
<b>Lawyers</b>	
<p><b>Law Society of South Africa</b> Umbrella body for the attorney's profession in South Africa. Consumers can complain to their provincial law society about the unethical behaviour of an attorney, e.g. failure to answer letters, failure to account for money held on consumer's behalf, overcharging.</p>	<a href="http://www.lssa.org.za/">www.lssa.org.za/</a>
<b>Mail order, direct marketing &amp; selling</b>	
<p><b>Direct Marketing Association</b> Self-regulatory body empowered by law to ensure that direct marketers adhere to a strict code of practice, and to protect the rights of consumers when buying from direct marketing organisations.</p>	<a href="http://www.dmasa.org.za/">http://www.dmasa.org.za/</a>

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<p><b>The Direct Selling Association of South Africa</b> Deals with direct contact selling through parties or demonstrations ('shopping at home'). The Association offers consumer protection to people who buy from its members – you can check its directory of members on its web site.</p>	<p><a href="http://www.dsasa.co.za">http://www.dsasa.co.za</a></p>
<p><b>Medical aid and health</b></p>	
<p><b>Council of Medical Schemes</b> A body established by government to protect the interests of the public and members of medical schemes.</p>	<p><a href="http://www.medicalschemes.com/">http://www.medicalschemes.com/</a></p>
<p><b>Health Professions Council of South Africa</b> A statutory body that sets and maintains standards for health care in the country. Every health professional must be registered with the Council, which has the power to institute a disciplinary inquiry into any complaint of unprofessional conduct by any of its members.</p>	<p><a href="http://www.hpcsa.co.za/hpcsa/default.aspx">http://www.hpcsa.co.za/hpcsa/default.aspx</a></p>
<p><b>Hospital complaints</b> Complaints against public hospitals should be made to the Department of Health.</p>	<p><a href="http://www.doh.gov.za/">http://www.doh.gov.za/</a></p>
<p><b>The Hospital Association of South Africa (HASA)</b> A self-regulatory body which investigates complaints against its members (private hospitals).</p>	<p><a href="http://www.hasa.co.za/">http://www.hasa.co.za/</a></p>
<p><b>South African Nursing Council</b> An independent statutory body that sets and maintains nursing standards in South Africa, and investigates complaints of unprofessional conduct by nurses.</p>	<p><a href="http://www.sanc.co.za/">http://www.sanc.co.za/</a></p>
<p><b>South African Dental Association Ombudsman</b> For complaints and questions about treatments or charges.</p>	<p><a href="http://www.sadanet.co.za/">http://www.sadanet.co.za/</a> Tel: 0860 113 334</p>
<p><b>South African Optometric Association</b> Assists with complaints against optometrists who are members of the Association.</p>	<p><a href="http://www.saoa.co.za/">http://www.saoa.co.za/</a></p>
<p><b>Motor vehicles</b></p>	
<p><b>National Association of Automobile Manufacturers of South Africa (NAAMSA)</b> Mediates in disputes over new vehicles with member manufacturers.</p>	<p><a href="http://www.naamsa.co.za/">http://www.naamsa.co.za/</a></p>
<p><b>Automobile Association (AA)</b> Offers a range of technical, legal, and other services and advice to paying members.</p>	<p><a href="http://www.aa.co.za/">http://www.aa.co.za/</a></p>

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<p><b>South African Bureau of Standards (SABS)</b> Consumers may complain to the Bureau about the safety aspects of vehicle components such as safety belts and brakes.</p>	<p><a href="https://www.sabs.co.za/">https://www.sabs.co.za/</a></p>
<b>Post</b>	
<p>General complaints regarding postal service.</p>	<p><a href="http://www.sapo.co.za/">http://www.sapo.co.za/</a> Tel: 0860 111 502</p>
<b>Tax</b>	
<p>Consumers with a tax problem or complaint should first contact their local Revenue Branch Office; the next option is the regional manager at the regional office. The third option is to call the national client service number, or finally, they should lodge a complaint with the complaint office.</p>	<p><a href="http://www.sars.gov.za/home.asp?pid=164">http://www.sars.gov.za/home.asp?pid=164</a> Client service: Tel: (012) 317 2000 Complaints: Tel: (012) 422 4990</p>
<b>Travel and tourism</b>	
<p><b>Tourism Grading Council of South Africa (TGCSA)</b> Handles complaints against member establishments, which include guesthouses, hotels, lodges, bed and breakfast, and self-catering establishments.</p>	<p><a href="http://www.tourismgrading.co.za/">http://www.tourismgrading.co.za/</a></p>
<p><b>Federated Hospitality Association of Southern Africa (FEDHASA)</b> Handles complaints against its members, which include operators and establishments across the tourism spectrum.</p>	<p><a href="http://www.fedhasa.co.za/">http://www.fedhasa.co.za/</a></p>
<p><b>Southern Africa Tourism Services Association (SATSA)</b> Handles complaints against its members, which include operators and establishments across the tourism spectrum.</p>	<p><a href="http://www.satsa.com/">http://www.satsa.com/</a></p>
<p><b>Association of South African Travel Agents (ASATA)</b> Handles complaints about travel agents - ASATA holds its members to a code of conduct. Consumers can find affiliated travel agents on its web site.</p>	<p><a href="http://www.asata.co.za/">http://www.asata.co.za/</a></p>

**Note:** All web sites and telephone numbers accessed 17 June 2009.

Source: *SouthAfrica.info*, 2009.

Available: <http://www.southafrica.info/services/consumer/> [17 June 2009].