

LOGGING OF SERVICE COMPLAINTS/COMPLIMENTS

Standard Chartered Bank places a lot of importance on the delivery of good customer service. To continuously improve on our service delivery, we request that you address your complaints/compliments to the following Bank Officers in the order stated below:

1. Branch Customer Service Officer (Enquiries)
2. Branch Customer Service Manager
3. Branch Manager
4. Customer Contact Centre - (04) 750196 / 750198
or email address : contactus.zw@sc.com
5. Head of Customer Research and Service Quality
(04) 253801 - 8 ext 4505

Should you still be unsatisfied with the manner in which the complaint has been handled, you may contact the Head of Consumer Banking.