
LODGING A COMPLAINT

The Silver Lakes Homeowners Association NPC (“HOA”) has established a process whereby any person with a personal interest in the Silver Lakes Golf Estate may lodge a complaint:

1. Ensure that your complaint contains as much detail as possible regarding the issue you are complaining about. This will allow us to respond sooner rather than later to the complaint.
 2. Send a personal email to suggestions@silverlakes.co.za;
OR
Send a WhatsApp to 081 848 2787
OR
Contact the HOA Office during office hours on 012 809 0142;
OR
Send a letter by way of fax to 012 809 1119.
 3. What can you expect:
 - Receipt of the complaint will be acknowledged via email or fax or SMS on the first business day following the date of your lodging of the complaint.
 - Within 5 business days after lodging the complaint you will receive feedback regarding your complaint and the progress made. You may be advised that the investigation of the complaint may take longer than expected and if possible, a time frame will be provided.
 4. If you are not satisfied with the result:
 - If you feel that your complaint was not satisfactorily addressed then feel free to raise the matter with the Chief Executive Officer (CEO) on 012 809 0142 or secretary@silverlakes.co.za.
 - Once the complaint has been registered with the CEO’s office the matter will automatically be brought to the attention of the HOA’s Board of Directors for consideration at their next meeting.
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