



## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**You have a right to complain to your financial service provider, if you are not happy with their services. You may lodge your complaint with your service provider in a language of your choice. Expect a response within 5 working days. For any enquiries:**

Contact the BoG Market Conduct Office

 0302665005  0596912354, 0501502270

 [complaints.office@bog.gov.gh](mailto:complaints.office@bog.gov.gh)

 7th Floor Cedi House, Accra



## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**You may submit a complaint to your financial services provider through any of the following channels or any other means provided by the financial service provider.**

- Verbally, in person (walk-in)**
- Verbally, by telephone**
- In writing, in person**
- In writing, by post**
- Email**

**For any enquiries:**

**Contact the BoG Market Conduct Office**

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## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**Note that you are not to pay any fee to get your complaints resolved by your financial services provider. Complaint resolution by your provider is free for you as a customer. For any enquiries:**

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## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**Your financial services provider is required to resolve your complaint within 20 working days from the date you file your complaint. The service provider may take up to 10 additional working days if it requires more time to resolve the complaint. For any enquiries:**

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## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**Escalate your complaint to the Bank of Ghana for redress, if you are not happy with the efforts by your financial services provider to resolve it, or if you do not receive a resolution within the stipulated resolution period.**

**For any enquiries:**

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## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**You may file an appeal with the Bank of Ghana's  
Complaints office within 20 working days of  
receipt of your service provider's response to  
your complaint if you are not satisfied.**

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## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**Your complaint will not be heard by BOG if it is not submitted within six years after the occurrence of the incident that occasioned the complaint. For any enquiries:**

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## **BANK OF GHANA FINANCIAL LITERACY ON COMPLAINT RESOLUTION PROCEDURE**

**Note that the BOG will not address your complaint if you are seeking redress in court on the same issue. Your complaint will be handled only if the matter is withdrawn from court at your discretion.**

**For any enquiries:**

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