


SASOL ENERGY CUSTOMER SERVICES CENTRE


Complaints/ Queries and Enquiries Resolution Process



Sasol Energy Customer Service Centre
Tel: 0860 335 444 | Email: SasolQueriesandEnquiries@sasol.com



SASOL





We innovate,
we care,
we deliver.

STEP 1

CONTACT

Sasol Energy Customer Service Centre

 0860 335 444

 SasolQueriesandEnquiries@sasol.com

 <https://www.facebook.com/SasolLTD/>

 <https://www.instagram.com/sasolsa/>

 <https://twitter.com/sasolsa>

Sasol Energy Customer Service Centre logs the complaint/ query/ enquiry received from the customer or employee.

Call is logged on the Remedy Case Management System

STEP 2

CALL OR EMAIL Routed

to relevant Sasol Energy resolver group

Sasol Energy Customer Service Centre routes the complaint/ query/ enquiry to the relevant Energy resolver group for investigation and resolution via the Remedy Work Management System.

STEP 3

COMPLAINT/ QUERY/ ENQUIRY RESOLUTION

The relevant Sasol Energy resolver group investigates and resolves the complaint or query.

The case is updated regularly by the Resolver group until resolution.

The Resolver group will then give formal feedback to the initiator of the complaint/ query/ enquiry.

STEP 4

CASE CLOSURE

Sasol Energy Customer Service Centre contacts the customer to determine if call can be closed.

Call closed upon confirmation from customer or sent back to the relevant Sasol Energy resolver group for further investigation

STEP 5

REPORTING

Reports and dashboards are analysed to determine trends, customer pain points and corrective measures are explored and implemented.

