

Dula Complaints Handling Procedure

1. Purpose

At Dula, powered by Bitventure (Pty) Ltd, we are committed to delivering a secure, reliable and professional service. We value feedback and take complaints seriously, as they help us improve our platform, services and customer experience.

This Complaints Handling Procedure outlines how complaints can be submitted, how they are managed, and what you can expect from us throughout the process.

2. Scope

This procedure applies to complaints relating to:

- The functionality or performance of the Dula platform.
- User experience or accessibility.
- Technical issues.
- Data or account-related queries.
- Service delivery by Dula.
- Concerns regarding the handling of personal information.
- Interactions with Dula support staff.

This procedure does not apply to decisions made by educational institutions or bursary providers, including:

- Student eligibility.
- Accommodation approvals.
- Bursary or allowance approvals.
- Payment amounts.
- Funding decisions.

These matters remain the responsibility of the relevant institution or funding body.

3. How to Submit a Complaint

Complaints may be submitted using any of the following channels:

Email: admin@bitventure.co.za

Telephone: +27 11 866 0000

Online Contact Form: <https://dula.co.za/contact/>

When submitting a complaint, please include:



- Your full name.
- Student or provider reference number (where applicable).
- Contact details.
- A clear description of the complaint.
- Relevant dates.
- Supporting documentation or screenshots, where available.

Providing complete information will assist us in investigating your complaint as efficiently as possible.

4. Complaint Handling Process

Step 1 – Acknowledgement

We aim to acknowledge receipt of your complaint within two (2) business days. Upon acknowledgement, a complaint reference number will be issued for future correspondence. Where additional information is required, we may contact you during this stage.

Step 2 – Investigation

Your complaint will be reviewed by the appropriate Dula support or operational team.

Where necessary, we may:

- Review system records.
- Consult relevant departments.
- Request additional information.
- Liaise with authorised institutions or service providers where appropriate.

Step 3 – Resolution

We aim to resolve complaints as quickly as possible.

Where possible, we strive to provide a substantive response within ten (10) business days.

If additional investigation is required, we will keep you informed of the progress and expected timelines.

Step 4 – Closure

Once the matter has been resolved, we will communicate the outcome and any actions taken.

Where appropriate, recommendations or corrective measures may be implemented to improve our services.

5. Escalation

If you are dissatisfied with the outcome of your complaint, you may request that it be escalated for further review.



Escalated complaints will be reviewed by an appropriately authorised representative who was not directly involved in the initial investigation, where reasonably practicable.

Where a complaint relates to the processing of personal information and remains unresolved, individuals may lodge a complaint with the Information Regulator of South Africa.

6. Privacy and Confidentiality

All complaints are handled confidentially.

Information submitted as part of a complaint will be processed in accordance with the Protection of Personal Information Act, 2013 (POPIA) and our Privacy Notice <https://dula.co.za/wp-content/uploads/2026/07/Dula-Website-Privacy-Notice.pdf>.

Information will only be shared where necessary to investigate and resolve the complaint or where required by law.

7. Fair and Respectful Process

Dula is committed to ensuring that every complaint is handled:

- Fairly.
- Objectively.
- Respectfully.
- Promptly.
- Without discrimination.

We ask that all users communicate respectfully with our support team throughout the complaints process.

8. Continuous Improvement

Complaints are monitored to identify trends and opportunities for improvement.

Feedback received through our complaints process helps us strengthen our platform, improve our services and enhance the overall user experience.

We maintain records of complaints and their outcomes for an appropriate period in accordance with legal, regulatory and operational requirements.

9. Contact Details

If you wish to submit or follow up on a complaint, please contact us:

Dula – Powered by Bitventure

Email: admin@bitventure.co.za

Telephone: +27 11 866 0000

Website: <https://dula.co.za/>

Business Hours: Monday to Friday, 08:00 – 17:00 (South African Standard Time)



10. Policy Review

This Complaints Handling Procedure may be updated from time to time to reflect changes in legislation, business practices or service improvements. The latest version will always be available on the Dula website.

