

Customer complaints redressal mechanism

One of our core values is Customer Focus and we always strive to put satisfaction of our customers first. However, there could be instances when you are dissatisfied with our services as the same did not meet your expectations or that our services were deficient, then you can lodge your complaint as given below:

1. Meet the Branch Manager and lodge your complaint orally or in writing.
2. Drop your complaint in the Suggestion Box provided at the branch.
3. Email : customercare@diamondtrust.co.tz
4. You can also email directly to the following senior officers:
 - ♦ Chief Executive Officer at ceo@diamondtrust.co.tz
 - ♦ Chief Operating Officer at coo@diamondtrust.co.tz
 - ♦ Head-Operations at headoperations@diamondtrust.co.tz
 - ♦ Head-Compliance at headcompliance@diamondtrust.co.tz
5. Call Number [0800 110 110](tel:0800110110), [+255 22 211 4891/2](tel:+2552221148912) or [+255 699 839 999](tel:+255699839999)

We strive to resolve your complaint within 2 working days with a maximum of 15 days of receipt of the complaint and action taken will be advised to you.

In case you are still not satisfied with the action taken by the bank, you can address your complaint, by filling a prescribed form (Form No. 1) available at the branch and submit it by either email, hand, post or fax, at the Complaints Resolution Desk of the Bank of Tanzania bearing the address below:

Utaratibu wa Kuwasilisha na Kushughulikia Malalamiko

Moja kati ya maadili yetu ya msingi ni kumweka 'Mteja Kwanza' na daima tunajitahidi kuyapa kipaumbele cha kwanza mahitaji ya wateja wetu. Hata hivyo, ikitokea kwamba haujaridhishwa na huduma uliyoipokea, unaweza kuwasilisha malalamiko yako kama inavyoelekezwa hapa chini:

1. Onana na Meneja wa Tawi na wasilisha malalamiko yako kwa mdomo au maandishi
2. Tumbukiza malalamiko yako kwenye Sanduku la Maoni lililoko tawini
3. Tuma barua pepe kwenda: customercare@diamondtrust.co.tz
4. Unaweza pia kutuma barua pepe kwenda kwa Maafisa Waandamizi wafuatao:
 - ♦ Afisa Mtendaji Mkuu, kupitia ceo@diamondtrust.co.tz
 - ♦ Afisa Mkuu wa Uendeshaji, kupitia: coo@diamondtrust.co.tz
 - ♦ Mkuu-Idara ya Uendeshaji, kupitia: headoperations@diamondtrust.co.tz
 - ♦ Mkuu-Idara ya Matekelezo, kupitia: headcompliance@diamondtrust.co.tz
5. Piga simu namba [0800 110 110](tel:0800110110), [+255 22 211 4891/2](tel:+2552221148912) au [+255 699 839 999](tel:+255699839999)

Ni azma yetu kushughulikia malalamiko ndani ya siku 2 za kazi na kwa muda usiozidi siku 15 toka tarehe ya wasilisho lako na utapewa mrejesho juu ya hatua zilizochukuliwa.

Ikiwa hautaridhika na hatua hizo, unaweza kuwasilisha malalamiko yako, kwa kujaza fomu maalum (Fomu Na.1) inayopatikana tawini, na kuituma ama kupitia barua pepe, kuipeleka mwenyewe, kwa njia ya posta au faksi, kwenda Dawati la Kushughulikia Malalamiko lililoko Benki Kuu ya Tanzania ikiwa na anuani ifuatayo:

**Complaints Resolution Desk,
Office of the Secretary to the Bank, Bank of Tanzania,
2 Mirambo Street,
P.O.Box, 11884,
Dar es salaam.**