

CUSTOMER COMPLAINT AND RESOLUTION NOTICE

At ICB, we believe customer feedback is vital to our ongoing success, when customers have questions or concerns; our commitment is to listen and resolve each matter promptly and fairly.

To this end, we have created process to provide efficient resolution of your complaint.

Complaint Resolution Process

You can submit your complaint through:

Customer Complaint Form – Available at your branch

Once you submit your complaint, it will go through the following process, starting at the branch level. If the complaint is not resolved at one level, it will be escalated to the next.

Level 1 (1 - 3 working days)

The branch Manager is pleased to hear your complaint and has the authority to resolve customer complaints quickly and effectively within three (3) working days from the date it was reported.

Level 2 (4 - 12 working days)

If your complaint is not resolved at the branch level, please contact 'Customer Complaint Officer' at our Head Office:-

International Commercial Bank (Tanzania) Limited
P.O. Box 9362,
Vijana Towers, 2nd Floor, Fire Station Road,
West Upanga
Dar Es Salaam
Tel: +255-22-2150361-362, 2150094, 2150815, 2150899, 2151628
Email: complaint@icbank.co.tz

If our Customer Complaint Officer cannot resolve your complaint within nine (9) working days, they will forward your complaint to the General Manager of the bank

Level 3 (13 – 15 working days)

Depending on the complexity of the complaint, the General Manager will investigate your complaint and work in collaboration with the branch to resolve the matter.

Level 4 (after 15 working days)

If you feel the decision of ICB Management was unfair, you can contact Bank of Tanzania;

- By hand to the Secretary to the Bank, at 10 Mirambo Street, Dar Es Salaam;
- By post to the Secretary to the Bank, P. O. Box 2939, Dar Es Salaam;
- By electronic mail to the following email address desk@bot.go.tz

