



THE Book Corner

A Book can Change it All.

CUSTOMER COMPLAINTS PROCEDURES

Who to contact?

- Please send an e-mail to miemie.calitz@thebookcorner.co.za, explaining the problem.
- If you find it necessary, please copy Ms. M. Greyvensteyn, teachers@mondeorecoschool.co.za in the e-mail.
- Please note that there might be a delay during December and January in the reply of e-mails, alternatively send a WhatsApp message.
- If it is an emergency, please phone 083 605 0902 and leave a message for Me. M. Calitz to return the call.
- We need the following information:
 - School: Mondeor Eco School
 - Learner's name, surname, and Grade in 2026
 - Your name and contact number
 - Your email address

Investigation

- The owner will phone you back after the counter closes in the afternoon.
- Your complaint will then be investigated according to the bookshop's investigation procedures.
- A reply will be sent via email.
- Ms. M. Greyvensteyn will be copied in the reply email.