



## REPORT OF THE ADJUDICATOR

<b>WASPA Member (SP)</b>	Marketel
<b>Information Provider (IP)</b> (if any)	n/a
<b>Service Type</b>	n/a
<b>Source of Complaints</b>	Ms A Carlyle
<b>Complaint Number</b>	662
<b>Date received</b>	15 November 2006
<b>Code of Conduct version</b>	4.7

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### Complaint

The complainant lodged a complaint via the WASPA website on 15 November 2006 wherein she alleges that the SP has contravened sections 4.1, 4.2 and 5.1.4 of the Code. The grounds for her complaints under these sections are either not clear or they do not include sufficient factual information to enable me to give same proper consideration.

The complainant in her complaint also raises a number of other issues in respect of which I do not believe that WASPA's complaint procedure is the correct forum for the resolution of same.

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### Decision

The complaint is referred back to the complainant and she is requested to provide clear and proper information regarding the alleged contraventions of the aforementioned sections of the Code.

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