



APPEALS PROCEDURE

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1. Scope

The procedure covers all appeals received by Siyandisa from Measure Entities which have a bearing on their BBBEE status level.

2. Purpose

The purpose of this procedure is to allow Measured Entities to have any decision which they consider to be unfair and/or ambiguous relating to their B-BBEE score reviewed.

3. Responsibility and authority

The Appeals Officer is authorised and responsible for maintaining and implementing this procedure.

4. References

R47-02 Clause 19
Appeals – Policy Statement (M8)
Corrective Action Procedure - MP11

5. Procedure

Our appeals policy and appeals form shall be made public via our website. The procedure relating to appeals will be made available on request via an email pop-up on our website: www.siyandisasolutions.co.za. Moreover all clients shall receive a copy of the appeals policy, procedure and form at the meeting dealing with the Information on the BEE Verification Process.

- 5.1. After the BBBEE Verification Report and Certificate has been issued, Measured Entities shall have a maximum of 7 working days to appeal any areas which have a bearing on their BBBEE status level.
- 5.2. The appeal can be lodged using the appeals form contained in the BBBEE Verification Report.
- 5.3. The BBBEE Verification Report and Certificate shall be considered complete and correct if no written appeal has been received within 7 working days after the BBBEE Verification Report and Certificate is issued.
- 5.4. When an appeal is received during the 7 working days, member(s) of EXCO shall appoint an appeals officer who is independent from the Appeal and in terms of the Impartiality Procedure
- 5.5. the Appeals Officer shall assign a unique reference to it, which will be used in all communications for identification and tracking.
- 5.6. The appeals unique reference number is made as in the complaints procedure.
- 5.7. The appeal will be recorded in the Complaints & Appeals Ledger (MP9F2).
- 5.8. The Appeals Officer will validate and investigate the appeal and decide what actions are to be taken in response to it.
- 5.9. The Appeals Officer shall ensure that the appeal is resolved within a maximum of 30 days of the initial lodging of the appeal.
- 5.10. The corrective action procedure will be used to resolve the appeal and the Measured Entity will be advised of the outcome.

6. Records

Record	Location	Indexing	Responsibility	Retention Time	Disposal
Appeals form (MP8F1)	Appeals & Complaints File	Date	Appeals Officer	5 Years	Shred
Complaints & Appeals Ledger (MP9F2)	Appeals & Complaints File	Date	Appeals Officer	5 Years	Shred

7. Definitions and Acronyms

“Appeal” a process in which the Measured Entity (appellant) resorts to another power for the purpose of obtaining a review of a decision made by the verification committee relating to their BEE score.

“Appeals Officer” an independent verification manager not involved in the matter that is the subject of the appeal (see structural requirements MP4 for ease of reference).

8. Amendment record