



# COMPLAINTS PROCEDURE

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**1. Scope**

The procedure covers all complaints received by Siyandisa.

**2. Purpose**

The purpose of this procedure is to outline how complaints will be monitored and resolved by Siyandisa.

**3. Responsibility and authority**

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

**4. References**

R47-02 Clause 20

R47-02 Clause 16.4

Policy Manual (PM)

Complaints Policy Statement - M9

Corrective Action Procedure - MP11

**5. Procedure**

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

**5.1. Receiving a complaint**

**5.1.1.** All complaints lodged with Siyandisa must be done using the complaint form (MP9F1) and contact information contained therein.

**5.1.2.** A complaint must contain the following information:

- a) full names and contact details of the complainant
- b) description of the actions (or inactions) that resulted in the complaint
- c) to the extent that the information available, supporting documents relating to the complaint
- d) if the complaint is about a verified measured entity, the name of the verified measured entity

**5.1.3.** Any complaint lodged that does not contain the above information may be referred back to the complainant by Complaints Officer, together with a request to provide the missing information.

**5.1.4.** All complaints received by Siyandisa shall be recorded in the Complaints & Appeals Ledger (MP9F2) by Complaints Officer, who is appointed by EXCO subject to the following criteria (not limited to)

5.1.4.1. That they are not part of the complaint

5.1.4.2. That they are not a threat to impartiality as per MP2 (Impartiality Procedure)

**5.1.5.** The Complaints Officer shall assign a unique reference to each complaint, which will be used in all communications for identification and tracking.

**5.1.6.** The complaint unique reference number is made up of the following:

Year of complaint	The last two digits of the year in which the complaint is received
Month of complaint	The number of the month in which the complaint is received
Three digit number	Starting at with "001" and following an ascending numeric sequence

**5.1.7.** The Complaints Officer shall confirm whether or not the complaint relates to BBBEE verification activities for which it is responsible, and if so, shall deal with it.

**5.1.8.** Should the complaint relate to a measured entity, the Complaints Officer shall refer the complaint to the measured entity in question.

## 5.2. Evaluating the complaint

**5.2.1.** The Complaints Officer shall be responsible for investigating and reporting on the complaint.

**5.2.2.** The Complaints Officer shall gather and verify all the necessary information to validate the complaint.

**5.2.3.** Until such time as the complaint is resolved, the Complaints Officer will communicate the status of the complaint to the complainant.

**5.2.4.** After the conclusion of the investigation, the Complaints Officer shall assess and decide the appropriate resolution of the complaint.

**5.2.5.** The Complaints Officer shall communicate the decision in writing to the complainant within 24 hours of the conclusion of the investigation.

## 5.3. Corrective Actions

**5.3.1.** The corrective action procedure will be used to resolve the complaint and the Measured Entity will be advised of the outcome.

## 6. Records

Record	Location	Indexing	Responsibility	Retention Time	Disposal
Complaint form (MP9F1)	Appeals & Complaints File	Date	Complaints Officer	5 Years	Shred
Complaints & Appeals Ledger (MP9F2)	Appeals & Complaints File	Date	Complaints Officer	5 Years	Shred

## 7. Definitions

**"Complaint"** an expression of displeasure relating to the verification activities of Siyandisa or an expression of displeasure relating to a Measured Entity

**"Complaints Officer"** an independent verification manager not involved in the matter that is the subject of the complaint (see Structural Requirements - MP4 for ease of reference).

## 8. Amendment record