



## **COMPLAINTS PROCEDURE**

1. Registration of appeals
    - a. The complainant completes a detailed form (M9-F012) explaining the nature of the complaint
    - b. All complaints are recorded in a complaint register (M9-F011) by the administrator and allocated a reference number.
    - c. The form is submitted to the CEO who in turn is expected to respond within 48 hours to acknowledge receipt.
  2. Resolutions process
    - a. The CEO or his nominated designate investigates the complaint to establish if it's authentic and valid.
    - b. If the complaint is found to not be valid, the CEO will schedule a meeting or communicate via email with the complainant to advise about the process undertaken to investigate his/her complaint and explain the issues thoroughly. The complaint file is then closed and the complaints register up-dated.
    - c. If the complaint is found to be valid, the following process ensues:
      - i. The CEO will investigate possibilities of resolving the complaints to the satisfaction of the client without any further process.
      - ii. If the complaint is not resolved as per point i. above the CEO appoints a verification manager who was not part of the verification to facilitate the resolution of the complaint.
      - iii. The verification manager will inform the complainant in writing of the recommended solution to the complaint and solicit written feedback from the complainant (M9-F013).
      - iv. If the complainant is satisfied with the outcome or recommended resolution of the complaint the verification manager will forward the written feedback and the complaints resolution form to the CEO for the closure of the complaint.
      - v. If the client is not happy, an oral hearing of the complaint will be scheduled normally chaired by the CEO (if not implicated on the complaint) or an independent person nominated by the CEO. The decision of the chairman of the hearing is final and binding to all parties.
      - vi. If the complainant is still not happy, he/she will be encourage to take this matter up for mediation or arbitration at his/her costs in accordance to rules of arbitration of South Africa
      - vii. Upon any closure of the complaint a corrective action is instituted to ensure that there will be no recurrence of the same. The administrator completes the Complaints Record form (M9-F015) to close the file.
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