



**COMPLAINTS**

Doc No	<b>POL13</b>		
Version No	1		
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Copy No	Approved	K Kantilal	

**COMPLAINTS**

A complaint relates to the manner in which the verification was conducted for example: the execution of the process, staff conduct or breach of confidentiality and can be from external or internal sources

The Complaints procedure and form is publicly available on the [Reliance Consulting website](#)

- 13.01 The complainant may lodge a written complaint with Reliance Consulting using form F02.
- 13.02 On receipt of the complaint, the Administrator will acknowledge receipt of the complaint to the complainant, in writing by email, within two days
- 13.03 If the complaint is from an external source and related to an evaluation, the Administrator will validate the complaint by confirming that Reliance Consulting are responsible for the BBEE verification activities related to the complaint. The Administrator will check the client file for the date and status of verification as well as the analysts/ Verification manager assigned to the verification.
- 13.04 The Administrator will advise the Verification Manager of the complaint by email within 1 day
- 13.05 Should the complaint be about a Measured Entity, the Administrator will refer the complaint to the authorized representative of the Measured Entity, in writing, within 2 days of receipt of the complaint. The procedures for investigation and resolution of complaints will follow this procedure in terms of report back, logging the complaint
- 13.06 The Administrator will log the complaint on the Complaints & Appeals Register REG05 and it will be allocated a number for unique referencing and tracking (C01, C02 etc for complaints)
- 13.07 The Verification Manager will convene and advise the Complaints & Appeals Committee of the complaint by email within two days, and provide the committee with the details of the complaint and any related documentation that was submitted by the complainant.
- 13.08 The Committee shall document all recommendations for corrective actions as per the corrective action procedure, taken and their effectiveness shall be determined by way of a follow-up conducted by the Verification Manager within 1 month of implementation of the action.
- 13.09 The Verification Manager shall give the complainant written formal notice at the end of the complaints-handling process (at or within the 30 day period) of the outcome of its decision regarding the complaint.



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13.10 Investigation of any decisions on complaints shall not result in any discriminatory actions against the complainant and those investigating a complaint shall be completely independent from the complaint or the activities surrounding the complaint. This is ensured by the Verification Manager who will review the original file to ensure staffs allocated to the investigation were not part of the original evaluation.

13.11 Corrective Action is taken in accordance with Corrective Action procedures POL14 and this may include disciplinary action, training, procedural reviews.

13.12 If the complainant is not satisfied with the outcome of the investigation, the Verification Manager will direct the complainant to the DTI and SANAS.

**16.13 Terms of Reference; Appeals & Complaints Committee**

Purpose and Objectives of the committee:

The Appeals & Complaints Committee must investigate all complaints and appeals, using root cause analysis techniques outlined in the Corrective Action procedures, thoroughly, objectively and accurately within 30 (thirty) days from receipt of the complaint or appeal.

Output

- Root cause analysis.
- Solution recommendations.
- Final decision communicated in writing to the Verification Manager.
- Corrective action recommendations.
- Progress reports every two (two) weeks in writing to the Verification Manager.

The schedule and location of meetings for the committee

Adhoc: As and when complaints / appeals are received then weekly

Competency requirements of committee members

Committee members must have a minimum level 3 in all competencies defined in the Individual's Skills Assessment. The person with the most experience and senior role will be appointed chairperson. Committee members will change depending on the complaint/ appeal origination to ensure impartiality and independence.

Number of committee members required

Minimum of 2 two committee members.

Balance of interest consideration of the committee members

All employee records will be reviewed by the Verification Manager to ensure impartiality as well as the measured entities file to ensure independence from the original verification.

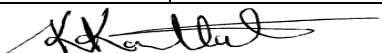
Basic Agenda

- Welcome



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- Apologies
- Review of Appeal or Complaint
- Review of Original documentation
- Investigation
- Recommendations
- Decision
- Date of next meeting

Minutes of committee meetings

Minutes to be taken by the chairperson using the Minutes template F08