

Ingkwazi BEE Verifications (Pty) Ltd Policies & Procedures Manual	
Title	Appeals and Complaints
Document Number	C7.2
Revision Number	Version 3
Reference	SANAS R47-03 clauses 19 and 20
Document Date	10 October 2020
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Approved by	Steve de Kock

FORM: Client Comments, Complaints and / or Appeals

1. Details of complainant

I would like to make an appeal or complaint about
 *or*

2. Complaint/ Appeal Type of appeal/ complaint please tick the main type(s) or issue(s) your appeal/ complaint relates to:

- Incorrect BEE Score
- Incorrect BEE Level
- Misinterpretation of BEE codes
- BEE initiatives Declined
- Staff qualifications or skills
- Verification procedures
- Invalid BEE Certificate
- Bias BEE Process
- Staff attitude

Other (please list below) nb:

.....

3. Complaint/ Appeal details

Please provide specific details of what your complaint/appeal is about and when the matter involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary you may attach an extra page to this form.



4. What is your desired outcome from your complaint/appeal?

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5. Authorisation

I hereby authorise Ingkwazi BEE Verifications Pty (Ltd) to proceed with the investigation of my appeal/complaint.

Signature: _____ Date: _____

Please email this form to: info@ingkwazi.co.za

6. Complaint/ Appeal Action:

Office use only:

Complaint / Appeal received by:	
Date:	
Complaint/ Appeal Addressed by:	
Meeting Date and Attendees (if applicable):	
Outcome of meeting of complaint/ appeal	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful



Date that the letter detailing appeal/ complaint outcome was sent	
If complaint/appeal is successful, action has been taken to rectify and by whom:	

Comments:

7. Complaint/ Appeal Outcome

7.1 Details of the outcome of the appeal / complaint

7.2 Reasoning to the decisions towards the outcomes of the appeal/complaint



8. Authorisation:

This complaint/appeal process has been completed and all parties involved have been informed of any changes in practice or operations where/when necessary

This complaint/appeal process has not been completed and all parties involved have been informed of any changes in practice or operations where/when necessary. State remedial actions

CEO/COO Signature: _____

Date: _____

