

## Appeal Registration

*This form applies to IZALA VERIFICATORS (PTY) LTD personnel, independent contractors and B-BBEE experts working with IZALA VERIFICATORS (PTY) LTD providing B-BBEE verification services OR is for customer use*

### 1. IZALA VERIFICATORS PTY LTD Appeals Policy

IZALA VERIFICATORS PTY LTD will administer appeals formally in compliance with the provisions of **SANAS R47-03** Clause 19 (Available on [www.izala.co.za](http://www.izala.co.za))

A formal procedure will be followed to: -

- Receive, validate and investigate appeals
- Track and record appeals and the actions undertaken to resolve them

IZALA VERIFICATORS PTY LTD management will be responsible for all decisions during the appeals-handling process and this policy requires resolution within 30 days of the initial lodgment of the appeal.

Investigation of and decisions on appeals will not result in any discriminatory actions against the appellant.

The independent IZALA VERIFICATORS PTY LTD management committee handling the appeal will provide progress reports to the appellant and will communicate the decision reached via a formal notice. Such decisions will be final.

### 2. Appeal Registration:

*(Customer to complete the section below and submit to [appeals@izala.co.za](mailto:appeals@izala.co.za))*

<b>Client Name: ("Appellant")</b>	
<b>Contact Name:</b>	
<b>Contact Tel. No:</b>	
<b>Contact email address:</b>	
<b>Type of Rating:</b>	
<b>Appeal Description:</b>	
<b>Signed:</b>	<b>Date:</b>