

This policy applies to IZALA VERIFICATORS SA PTY LTD personnel, independent contractors and B-BBEE experts working with IZALA VERIFICATORS SA PTY LTD providing B-BBEE verification services.

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1. Policy

- 1.1 Izala Verificators SA will administer appeals formally in compliance with the provisions of **SANAS R47-03**.
- 1.2 All complaints will be acknowledged in writing and thoroughly investigated by senior management of Izala Verificators SA via procedures as set out in **SANAS R47-03**. Findings will be formally conveyed to the complainant and any corrective action found necessary will be implemented.
- 1.3 Every effort will be made to resolve complaints in a timely and reasonable manner.
- 1.4 The Manner in which complaints are handled will be guided by procedures and documentation developed by Izala Verificators SA for complaint resolution (**Proc 015-IZA, Doc 006-IZA, Doc 007-IZA, Doc 008-IZA**).
- 1.5 Procedures for handling complaints will be displayed on the website. Procedures (**Doc 0006-IZA**) will also be attached to the verification letter.
- 1.6 Procedures for handling complaints will also be sent to clients when communication is sent to clients for rating customer interactions.
- 1.7 All complaints will be completely addressed and responded to.
- 1.8 Effective handling of complaints is seen as a way of improving customer service and increasing public confidence in B-BBEE verification activities.
- 1.9 Complaints will always be handled professionally and with care.

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Purpose of the policy

- 2.1 The purpose of this policy is to give confidence to the business community that the B-BBEE verification process for dealing with complaints and appeals are dealt with in a professional manner. Izala Verificators SA need to be seen to underpin the professionalism expected of organisations that are registered to measure B-BBEE compliance and to issue B-BBEE certificates. Izala Verificators SA will ensure that Appeals are processed thoroughly, timeously, and appropriately in accordance with procedures.
- 2.2 A formal procedure for appeals will be followed, and the following documents used:
 - Appeals (**Proc 015-IZA**)
 - Appeal Receipt (**Doc 012-IZA**)
 - Appeal Result (**Doc 013-IZA**)
 - Complaints and Appeals Register
 - Appeal Registration Form (**Form 004-IZA**)
- 2.3 These documents will be used to:
 - receive, validate and investigate appeals.
 - track and record appeals and the actions undertaken to resolve them.
 - ensure all appeals received and responded to are accurately and completely dealt with
- 2.4 This documented process is available to clients and will be included on the website and a copy (**Doc006-IZA**) will also be sent through with the verification letter.
- 2.5 Izala Verificators SA management will be responsible for all decisions during the appeals-handling process and this policy requires resolution within 30 business days of the initial lodgment of the appeal.
- 2.6 Investigation of and decisions on appeals will not result in any discriminatory actions against the appellant.
- 2.7 The independent Izala Verificators SA 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.

3. References to related Legislation, Procedures and Documents:

SANAS R47-03
Appeals & Complaints: (Proc 015-IZA)
Appeal Receipt: (Doc 012-IZA)
Appeal Result: (Doc 013-IZA)
Complaints and Appeals Register:

Izala Verificators SA Pty Ltd

Pol 002 V2-IZA

APPEALS & COMPLAINTS



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Appeals Registration Form: (Form 004-IZA)
Complaint Register: (Reg 011-IZA)
Complaint Receipt: (Doc 010-IZA)
Complaint Result: (Doc 011-IZA)