

	Aspigon 91 (Pty) Ltd t/a HR Planning Reg no: 2019/277955/07 28 Hertz Boulevard Vanderbijlpark, 1911 Email: admin@hrplanning.co.za BVA110, a SANAS Accredited B-BBEE Verification Agency
PROCEDURE ON APPEALS AND COMPLAINTS	
Issued by: HR Planning	
Approved by: Verification Manager	

1. Scope

1.1 HR Planning exploits the following procedure when processing appeals and complaints.

2. Purpose

2.1 To outline the steps to be followed by a measured entity should they be dissatisfied with the Verification Agency's verification decision issued.

3. Procedure

3.1 An appeal or complaints form must be completed and faxed or emailed to HR Planning.

See F 6: Appeal form

F 7: Complaint form

3.2 An independent complaints / appeals officer will be the Technical signatory not involved in any aspect of the verification process (verifying or issuing the B-BBEE certificate). Should HR Planning not have a technical signatory within the agency, that are were not involved in the verification process, a request will be made to the B-BBEE Commission to assist with the appeal / complaint lodged by the measured entity. The appeal or complaint form will then be processed by the Appeal and Complaints Officer, who is completely

independent from the complaint or the activities surrounding the complaint or appeal. The office will determine if the request is valid and decide on the action to be taken in response to the appeal.

3.3 Once the appeal / complaint is identified as valid, the F11 Corrective action report will be completed and steps in how to resolve the complaint / appeal will be outlined and documented.

3.4 An acknowledgement receipt of the appeal / complaint will be issued to the complainant / appellant via email within 1-2 working days once the complain / appeal is received. A progress report will be issued to the complainant / appellant 15 days from the date that the complaint / appeal is received by HR Planning, this report will be send via email.

3.5 The investigation, documents used, and conclusion reached will be recorded and filed in the "Complaints and Appeals" file, under the measured entity's name to track and record appeals.

3.6 The verification manager Brigitte van Rooyen takes full responsibility for the appeals-handling process and written feedback will be given to the measured entity on the decision made, as well as a detailed explanation of how the issue was resolved, within 30 days of receiving the appeal or complaint form, the report will be send to complainant / appellant via email.

3.7 Should the measured entity still feel dissatisfied, the B-BBEE commission will be consulted in resolving the matter, upon which feedback will once again be given to the measured entity on the recalculation of the score.

3.8 Lastly, should the measured entity still disagree with the decision made, the matter shall be referred to the DTI together with the pertaining documents.

3.9 Investigation and decision on appeals shall not result in any discriminatory action against the measured entity.

3.10 Once the appeal or complaint is resolved, the verification manager B van Rooyen will use the F11 corrective action report to compile a written training document and assessment and file it in the Complaints and Appeals file. All analysts and technical signatories of HR Planning will be trained on the matter at hand. Training will include a written document to be studied by the analysts and technical signatories and a technical assessment being completed by all analysts and technical signatories. The training report with the technical assessment will be file in the complaints and appeals file.