



BEE VERIFICATION AGENCY CC

157 Voortrekker Rd, PAROW 7500 | P.O. Box 46, PAROW 7499
Tel: (021) 930-1811 | Fax: (021) 930-9936 | Call Centre: 0860 722 222
E-mail: info@bee-verification.com | Website: www.beever.co.za

Our System is Honest

Handling of Appeals – P16-02

1. SCOPE

SANAS R 47: 19

This procedure deals with the client's appeal regarding the final BEE decision made by the Compliance Manager. This document is applicable to all Measured Enterprises verified by BEE VERIFICATION AGENCY CC and all users of the BEE Verification output.

Appeals must be resolved within 30 days of receiving the appeal.

The Handling of Appeals process will be communicated to the client in the Standard Terms and Conditions and will be available on www.beever.co.za

The Managing Director will investigate and handle the appeal and ensure that no discriminatory action is introduced against the parties involved. Nobody involved in the production of the BEE status of the appellant will be required to handle the appeals procedure.

2. Purpose

The purpose of this document is to define how an appeal against the final BEE decision is handled by BEE VERIFICATION AGENCY CC.

3. Appeals procedure and responsible parties

3.1 Lodging the appeal.

The appellant completes the below BEE VERIFICATION AGENCY CC **Form (F01-03)** or a detailed letter and forward it to the Managing Director by post mail, e-mail or by fax.

Reporting of Complaints or Appeals – F01-03

Name of Complainant/ Appellant:			
Position in Organisation:			
Name and location of Organisation:		E-Mail	
		Tel: Fax:	
BEE VERIFICATION AGENCY CC Certificate No:			
DETAILS OF COMPLAINT OR APPEAL: (Use separate sheet if necessary)			
Signed by Complainant Appellant:		Date:	
ACTION TAKEN by BEE Verification Agency CC: (Use separate sheet if necessary)			
DETAILS OF OUTCOME OF ACTION TAKEN: (Use separate sheet if necessary)			
Signed by BEE VERIFICATION AGENCY CC Manager Director		Date	
FOR OFFICE USE ONLY			
C or A received by		Date received	
Investigation to be carried out by			
Date of occurrence that led to Complaint/Appeal (Delete as applicable).			

Once the appeal has been received by the Managing Director the latter will acknowledge receipt of it to the sender.

An appeal dealing with verification matters is recorded in the Appeals Register (F09 -01) by the Managing Director.

CA REGISTER

F09-03

CA Case Number: _____

CA Received From: _____ on _____

Initial Assessment Done By: _____ on _____

Reject Decision Reason: _____

Accept Decision Reason: _____

Investigation Plan: _____

Responsible Person: _____

Result of Investigation: _____

Final Decision: _____

Action to be taken: _____

CA Initiator Informed on: _____

Action Taken: _____

Final Outcome: _____

Sign off by: _____ on _____

The rest of the procedural action is recorded on the above form.

The Managing Director will validate the appeal and accept or reject it. The appellant will be informed of either decision.

If accepted the Managing Director or an independent internal resource will investigate the merits and nature of the appeal.

A final decision will be taken by the Managing Director that can be one of the following actions:

- Reject the appeal
- Change the BEE status if evidence justifies it

If a BEE certificate is retracted and a new one issued the new BEE Certificate will get a new BET number and it should state on the BEE certificate that BET xxx (Previous certificate) is replaced by this certificate.

- Nullify the BEE certificate

If circumvention of the Codes is identified the certificate will be nullified and the verified entity must return the original certificate which will be put on the client file and marked as NULLIFIED

The appellant will be informed of progress and the final decision using (Form F-01).

4. Complaints and Appeals Register

The CA register is updated by the Managing Director with the assistance of the Administration Manager from the point where a CAD is received to the point where it is resolved.