



Handling of Appeals – P16-02

1. SCOPE

SANAS R47: 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 attached to the Acceptance for Verification letter A13, when being send to the client during the contracting process and will be available on www.beever.co.za.

The independent impartial investigator appointed by the Administration Manager/Managing Member 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, *Reporting of Complaints or Appeals* (F01), or a detailed letter and forward it to the Managing Member or Admin Manager by post mail, e-mail or by fax.

Reporting of Complaints and Appeals – F01

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 Managing Member of BEE Verification Agency CC		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 Admin Manager has received the appeal the latter will acknowledge receipt of it to the sender.

An appeal dealing with verification matters is recorded in the *Appeals Register* (F09) by the Admin Manager.



Complaints and Appeals Register – F09

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

If accepted an independent impartial investigator will be appointed to investigate the merits and nature of the appeal.

A final decision will be taken by the independent impartial investigator 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 VER number and it should state on the BEE certificate that VER 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 Complaints and Appeals Register is updated by the Administration Manager from the point where a CAD is received to the point where it is resolved.