



Appeals & Complaints

Policy

A procedure shall be established to govern the management of appeals and complaints.

Such procedure shall ensure that an appeal / complaint is investigated, documented, corrective actions implemented, and outcomes communicated to stakeholder/s.

An appeal is understood to be initiated by a measured entity in the event of them querying the rating issued by BEE RATED.

A complaint is understood to be initiated by a third party in response to actions / omissions taken by BEE RATED / its employees / members.

The party conducting the investigation into the appeal / complaint shall be independent from the activities for which the appeal / complaint was lodged. In order to ensure for this while BEE RATED is a two member organisation, provision has been made in the structure (Sec7) for an independent, outside, chairperson for appeals and complaints.

Appeals and complaints shall be handled confidentially and with sensitivity.

Procedure

All members of the complaints and appeals committee shall sign confidentiality agreements prior to dealing with the complaint / appeal (Sec4F)

Appeals

1. Measured entities may appeal, in writing within 5 working days of receiving their BBEE rating. Such appeal must be submitted to the administrator - prem@beerated.org
2. The appeal shall be acknowledged, in writing, by the administrator within 2 working days of receipt.
3. The administrator shall, within 2 working days of receipt, forward the appeal to the member who was not involved in the verification who shall be known as the Appeals Committee.
4. The Appeals Committee shall conduct a review of the measured entities' file and if necessary carry out an on site evaluation to establish the validity of the appeal. The Appeals Committee will ensure that the committee members are competent and impartial and represent a balance of interest.
5. The Appeals Committee shall make use of the relevant document (Sec4F) to record the appeal, the process followed and remedial actions implemented. Note that Sec4F includes the requirement for communication with the measured entity at time of appointment of the Appeals Committee.
6. The appeal should be resolved within 15 working days of receipt.
7. In the event of additional time being needed the measured entity will be informed thereof and the reasons therefore in writing.

8. Findings will be discussed and agreed by the members and the outcome communicated to the measured entity by formal written communication.
9. If the appeal finding upholds BEE RATED'S original rating the measured entity will become liable for costs incurred in the execution of the appeals process. In the event of the appeal finding is in favor of the measured entity BEE RATED will become liable for all costs incurred in the execution of the appeals process and the rectification of the verification process.
10. BEE RATED retains responsibility for all decisions at all levels of this process.
11. The appeals process shall be handled in a non discriminatory manner and shall in no way prejudice the measured entity who has lodged the appeal.

Complaints

1. Third parties may lodge a complaint, in writing, within 5 working days of the incident they are complaining about having occurred. Such complaint must be submitted to the administrator - prem@beerated.org
2. The complaint shall be acknowledged, in writing, by the administrator within 2 working days of receipt.
3. The administrator shall, within 2 working days of receipt, forward the appeal to a member who was not involved the incident for which gave rise to the complaint and who shall be then be known as the Complaints Committee.
4. The Complaints Committee will then conduct an investigation in order to establish the basis of the complaint.
5. The Complaints Committee shall make use of the relevant document (Sec4F) to record the complaint, the process followed and remedial actions implemented. Note that Sec4F includes the requirement for communication with the measured entity at time of appointment of the Complaints Committee.
6. The complaint should be resolved within 15 working days of receipt.
7. In the event of additional time being needed the complainant will be informed thereof and the reasons therefore in writing.
8. Findings will be discussed and agreed by the members and the outcome communicated to the complainant by formal written communication.
9. BEE RATED retains responsibility for all decisions at all levels of this process.
10. The appeals process shall be handled in a non discriminatory manner and shall in no way prejudice the third party who has lodged the appeal.

Appeals and complaints shall be recorded as per Sec4F. It is the responsibility of the members to ensure that all necessary subsequent actions are taken and to document the effectiveness of such actions.

The Appeals and Complaints procedure shall be referred to in the measured entity Proposal and measured entities shall be referred therein to our website (www.beerated.org) for a copy.

Documentation relating to appeals and complaints shall be retained in an "Appeals and Complaints" file.

This policy and related forms shall be communicated to staff during induction and shall be made publically available on our website – www.beerated.org