


<b>Document Name</b>	EmpowerLogic Appeals and Complaints Policy	
<b>Document Number</b>	V40	
<b>Revision</b>	15	
<b>Revision Date</b>	21 August 2020	
<b>SANAS R47-03 Reference</b>	19 & 20	

## EmpowerLogic Appeals and Complaints Policy

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### 1. Purpose

The purpose of this policy is to outline the process of receiving, evaluating and making decisions on Appeals and Queries arising from the Verification Process.

### 2. Scope

This policy is applicable to the Verification Process.

### 3. Related Policies/Procedures and References

- SANAS R47-03 Accreditation of BEE Rating Agencies
- V100520 Verification Service Agreement

### 4. Terms and Definitions

Term	Definition
SANAS	South African National Accreditation System
Appeal	Request made by a client for reconsideration of any verification decision related to its desired BBBEE status.
Complaint	An expression of dissatisfaction, other than an appeal, made by any person or organization, to EmpowerLogic, relating to the verification activities of EmpowerLogic or its employees during the verification process, whereby a response is expected.

### 5. Appeals

EmpowerLogic shall have in place a documented process of receiving, evaluating and making decisions on Appeals and Queries arising from the verification process, and this process shall be made publicly available on EmpowerLogic's website to the clients and the analysts. No client shall be prejudiced by the fact that they have appealed.


Appeals are defined as a disagreement of interpretation, either relating to the technical application of the Codes or the evaluation of the evidence provided.

A Query is defined as a request for clarification/information in order to understand the verified scorecard or the correction of undisputed factual information.

### 6. Complaints

EmpowerLogic shall ensure that all complaints are appropriately addressed and resolved timely, from the day the complaint has been lodged. This policy is aimed at protecting all parties involved against errors, omissions or unreasonable behaviour, and is also aimed at giving confidence to the verified entities and other users of the verification certificates (third parties) that complaints have been appropriately addressed and resolved in a timely manner. A description of the process and the procedure for handling complaints shall be made publicly available to all Verification Analysts, clients

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<b>Approved by:</b>	T Lombard
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and third parties. (See: Verification Service Agreement, V100520, and the EmpowerLogic website).

The following are the complaints that may arise during the verification process:

- Miscommunication (not explaining our requests clearly to the clients)
- Lack of feedback to the client or Negligence
- Significant difference of opinion resulting in unacceptable behaviour
- General misbehavior
- Omissions
- Un-professionalism / Unreasonable Behavior
- Not meeting agreed deadlines
- Negligence

The procedure to handle Appeals, Queries and Complaints is outlined in V4005.

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