

- 1 All decisions at all levels of the appeals handling process, will be the responsibility of and resolved by, the Appeals and Complaints Committee.
- 2 All members of the Appeals and Complaints Committee must be a full-time employee of Evasa
- 3 All appeals must be dealt with in a consistent manner, and must not result in any discriminatory action being directed towards the client lodging the appeal
- 4 Where an appeal is made against a technical signatory who is a member of the Appeals and Complaints Committee, that technical signatory shall recuse them self from the appeal sitting of the Appeals and Complaints Committee and shall be replaced by another technical signatory who is independent of the initial verification that is now subject to the appeal
- 5 Evasa must keep a record of all appeals lodged, as well as a record of any remedial action taken in this regard, in *REGISTER-1: Appeals Register* , and on *FORM-8: Appeal Update Form and FORM-7: Appeal Resolution Form*
- 6 The complaints process shall be communicated to all clients as follows:
 - 6.1 A summarised version of the Appeals process is included in the Standard Terms and Conditions (*FORM-45: EVASA Standard Terms and Conditions*)
 - 6.2 A detailed version of the Appeals process is included in the pack sent to the clients prior to the verification commencing (*FORM-14: BEE Verification Process*)
 - 6.3 A description of the Appeals process is on the EVASA website
 - 6.4 Once the preliminary verification report has been issued to the client the client has five working days to raise a formal appeal
 - 6.5 The appeal must be in writing and contain clear details as to what is being appealed and the basis therefore
 - 6.6 The appeal must be acknowledged and an appeal file opened
This is done on *REGISTER-1: Appeals Register*
 - 6.7 There must be regular communication with the client as to the progress of the appeal, on *FORM-8: Appeal Update Form*
 - 6.8 The appeal process must be concluded within 30 working days of the initial receipt of the appeal, and the client must be informed about the outcome of the appeal in writing, via *FORM-7: Appeal Resolution Form*
 - 6.9 If the client is not satisfied with the outcome of the appeal, they have the right to approach the DTI's BEE division for a resolution
 - 6.10 Should additional information be introduced by the client in the course of the appeal EVASA shall invoice for that additional work
 - 6.11 The appeal process communicated to the client must stipulate that only the elements that have been raised in the appeal may be reviewed
 - 6.12 Where an appeal has been successful there must be established what caused

the appeal to succeed and those deficiencies addressed and documented, on *FORM-6: Appeal Corrective Action*

6.13 The internal audit will test the effectiveness of the remedial action applied to any successful appeals