

- 1 All decisions at all levels of the complaints 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 complaints must be dealt with in a consistent manner, and must not result in any discriminatory action being directed towards the client lodging the complaint
- 4 Where a complaint 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 complaint 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 complaint
- 5 Evasa must keep a record of all complaints lodged, as well as a record of any remedial action taken in this regard, in *REGISTER-4: Complaint Register* , and on *FORM-19: Complaint Update Form* and *FORM-18: Complaint Resolution Form*
- 6 The complaints process shall be communicated to all clients as follows:
 - 6.1 A summarised version of the complaints process is included in the Standard Terms and Conditions *FORM-45: EVASA Standard Terms and Conditions*
 - 6.2 A detailed version of the complaints process is included in the pack sent to the clients prior to the verification commencing, utilising *FORM-14: BEE Verification Process*
 - 6.3 A description of the complaints process is on the EVASA website
 - 6.4 The complaint must be in writing and contain clear details as to what the complaint relates to and the basis therefore
 - 6.5 The complaint must be acknowledged and a complaint file opened, via *REGISTER-4: Complaint Register*
 - 6.6 There must be regular communication with the client as to the progress of the complaint, via *FORM-19: Complaint Update Form*
 - 6.7 The complaint process must be concluded within 30 working days of the initial receipt of the complaint, and the client must be informed about the outcome of the complaint in writing, utilising *FORM-18: Complaint Resolution Form*
 - 6.8 If the client is not satisfied with the outcome of the complaint, they have the right to approach the DTI's BEE division for a resolution
 - 6.9 Should additional information be introduced by the client in the course of the complaint, EVASA shall invoice for that additional work
 - 6.10 The complaint process communicated to the client must stipulate that only the elements that have been raised in the complaint may be reviewed
 - 6.11 Where a complaint has been successful there must be established what caused the complaint to succeed and those deficiencies addressed and documented, via *FORM-17: Complaint Corrective Action*

6.12 The internal audit will test the effectiveness of the remedial action applied to any successful complaints