



CALL: (012) 348 1193

MAIL: verifications@a-o-s.co.za

B-BBEE VERIFICATION AGENCY

Complaints Form

1. Client file details:
(Client to complete areas in grey)

MEASURED ENTITY VERIFIED, INCLUDING FILE NUMBER: (ACCOUNTANTS-ON-SITE WILL ALLOCATE A COMPLAINTS REFERENCE NUMBER UPON RECEIPT OF THIS FORM)	EG: QSE2001-V1	
FINANCIAL PERIOD VERIFIED:	EG: 01 MARCH 2018 – 28 FEBRUARY 2019	
DATE OF VERIFICATION:	EG: 03/04/2019	
ON-SITE ADDRESS:	EG: 24 PRETORIUS STREET MENLOPARK PRETORIA	
CONTACT PERSON AT MEASURED ENTITY AT TIME OF VERIFICATION:	EG: MR. MARIUS NOETH	

COMPLAINT LODGED BY:	EG: MARIUS NOETH	
DESIGNATION OF APPLICANT:	EG: FINANCIAL MANAGER	
DATE OF LODGEMENT OF COMPLAINT:	EG: 27/04/2019	
MEANS OF LODGEMENT OF COMPLAINT:	EG: VIA EMAIL	

SCOPE OF COMPLAINT:	EG: B-BBEE ANALYST WAS NOT PROFESSIONAL DURING THE ON-SITE VERIFICATION MEETING	
FOR OFFICE USE:		
POLICY APPLIED TO APPLICABLE ELEMENTS:	HANDLING OF COMPLAINTS, APPEALS AND RE-EVALUATIONS POLICY AND PROCEDURES (AOSMP015)	
DATE OF RECEIPT OF COMPLAINT:	EG: 27/04/2019	
DATE OF FIRST COMMUNICATION TO APPLICANT:	EG: 29/04/2019	
DATE OF FINDINGS REPORT SUBMITTED TO APPLICANT:	EG: 05/05/2019	
ORIGINAL VERIFICATION ANALYST ON FILE ORIGINAL TECHNICAL SIGNATORY ON FILE:	EG: B-BBEE ANALYST - MARINDA GATES EG: TECHNICAL SIGNATORY – CORNELIUS JANSEN VAN DYK	
INDEPENDENT VERIFICATION ANALYST ON FILE INDEPENDENT TECHNICAL SIGNATORY ON FILE:	EG: B-BBEE ANALYST - SHARNE GEEL EG: TECHNICAL SIGNATORY – TBC	
DECLARATION OF CONFIDENTIALITY, IMPARTIALITY & NON-DISCLOSURE OF INFORMATION RELATED:	B-BBEE ADMINISTRATION B-BBEE ANALYST B-BBEE ANALYST TECHNICAL SIGNATORY	

2. Complaints procedure and responsibilities:

Complaints Procedure	Responsible Person
1. Lodge the applicable complaint(s) with AOS. (From the first period of engagement up to 30 calendar days from the issuing of a B-BBEE certificate and report)	B-BBEE Administrator (admin@a-o-s.co.za)
2. AOS takes ownership of the applicable complaint, allocates a complaints reference number and communicates this to the complainant. (Within 7 calendar days from receipt of complete and correct complaint from measured entity, with sufficient detail disclosed)	B-BBEE Administrator
3. An investigation of the nature, purpose and scope of the complaint is conducted and feedback is provided to the measured entity on the progress of the complaint processing. (Within 14 calendar days of receipt of the correct and complete complaint by the measured entity)	Independent B-BBEE verification analyst
4. The complaint is investigated, a root cause analysis is performed and corrective action is recommended to a second independent B-BBEE analyst. (Within 14 calendar days of receipt of the correct and complete complaint by the measured entity)	Independent B-BBEE verification analyst
5. The second independent analyst approves corrective action. (Within 21 calendar days of receipt of the correct and complete complaint by the measured entity)	2 nd Independent B-BBEE verification analyst
6. The independent analyst implements the corrective action and reports the findings and corrective action to the B-BBEE administrator, (Within 25 calendar days of receipt of the correct and complete complaint by the measured entity)	Independent B-BBEE verification analyst
7. The complaint findings are communicated to the complainant and the complainant is advised of the opportunity to appeal against the report, and is furthermore informed of the end of the complaint process (Within 30 calendar days of receipt of the correct and complete complaint by the measured entity)	B-BBEE Administrator

**3. Complaints processing, implementation of corrective action, and findings report
(1st Independent B-BBEE Analyst to complete this section)**

<p>PROVIDE A DETAILED DESCRIPTION OF THE FINDINGS ON THE COMPLAINT LODGED BY THE MEASURED ENTITY AND PROVIDE NOTICE OF THE END OF THE COMPLAINTS PROCESS:</p>	
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**4. Approval of corrective actions
(2nd Independent analyst to complete this section)**

<p>CORRECTIVE ACTION APPROVED? YES / NO</p>	
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**5. Complaints findings provided to applicant and advised applicant of the opportunity to appeal against report
(B-BBEE administrator to complete this section)**

<p>WAS THE ABOVE CONDUCTED?</p>	
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Please note that Accountants-on-Site (Pty) Ltd shall treat all complaints with the utmost professionalism and undertake not to discriminate against the complainant in identifying the complaint, nor in our findings report in addressing your complaint.