

**COMPLAINTS PROCEDURE & FORM**

Izwelisha BEE Verification agency undertakes to investigate all complaints about Izwelisha BEE Verification Agency conducted verifications and make every effort to resolve the matter. The investigation is conducted in accordance with the confidentiality commitment made to the Agency’s Client and the identity of the complainant is also kept confidential. Izwelisha BEE Verification agency will endeavor to conclude the investigation and provide you with the outcome, in writing, within 30 working days from receipt of your complaint plus supporting documentation.

**COMPLAINANT DETAILS**

Company Name: \_\_\_\_\_  
Responsible Person – First and Surname: \_\_\_\_\_  
Tel No: \_\_\_\_\_ e-mail address: \_\_\_\_\_  
Postal Address: \_\_\_\_\_

**PLEASE PROVIDE THE FOLLOWING INFORMATION TO ENABLE US TO INVESTIGATE YOUR COMPLAINT:**

Name of Company involved in the complaint: \_\_\_\_\_  
Izwelisha BEE Verification agency Certificate No. \_\_\_\_\_  
Date of Certificate: \_\_\_\_\_  
Reason for complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Evidence on which complaint is based is required:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RETURN COMPLETED FORM TO: IZWELISHA BEE VERIFICATION AGENCY (PTY) LTD 65 Phillip Engelbrecht Meyersdal ATTENTION: Quality Committee FAX 086 471 2039 TEL 011 867 1991 Email izweappcom@gmail.com