



APPEALS

1. Policy Statement

4th Dimension Training Consultants are committed to investigating and resolving all appeals relating to verification activities undertaken by 4th Dimension Training Consultants impartially, objectively and within 30 days.

2. Appeals Procedures

The Appeals procedure is publicly available on 4th Dimension Training Consultants website and is included with the Verification Agreement.

Where the measured entity disagrees with the BBBEE verification, the onus is on the measured entity to explain the reasons for this disagreement to the verification manager concerned, within 5 days from receiving the rating. The measured entity will complete an Appeal form, FORM (REF 4DFOR-02 APPEALS FORM), and submit it to 4th Dimension Training Consultants. The administrator will acknowledge receipt of the document by email. The administrator will allocate a unique number used to track the appeal and record on 4DREG-04 Appeals & Complaint Register.

The notice of appeal will be referred to the MD who will convene the Appeals & Complaints Committee as per 4DPRO-05 STRUCTURAL REQUIREMENTS and will formulate the Terms of Reference below. The committee will investigate the measured entity's reasons for appeal, and provide one of the following to the MD:

- A re-evaluation of all the evidence by the committee as per the Verification Process requirement procedures.
- Confirmation of the original verification conducted by the verification analyst assigned to conduct the initial BBBEE verification.

The committee members investigating are always independent from the original verification. This is ensured by the MD who will review the original client files for the names of the verification team prior to selection.

Records of the committee meeting are kept by the chairperson

The recommendation will be submitted to the MD on re-evaluation completion for final approval. Procedures for Verification Certificates & Use of marks will be followed. **The certificate will be re-issued retaining the original certificate number with a new version number, the expiry date will remain as per the original certificate and the issue date will change to reflect the new issue date.**

The appeal procedure will be resolved within 30 days from the initial lodging of the appeal by the measured entity.



The measured entity will be informed by the MD in writing of the outcome at the appeal. Decisions on appeals will not result in any discriminatory actions against the measured entity who lodged the appeal.

Appeals are reviewed annually at the management review together with root cause analysis and corrective actions taken to ensure operational efficiency

3. Terms of Reference for the Appeals and Complaints Committee

Purpose and Objectives of the committee:

The Appeals & Complaints Committee must investigate all complaints and appeals, using root cause analysis techniques outlined in the Corrective Action procedures, thoroughly, objectively and accurately within 30 days from receipt of the complaint or appeal.

Output expected and the timeframes in which the output is expected

Root cause analysis.

Solution recommendations.

Final decision communicated in writing to the MD.

Corrective action recommendations.

Progress reports every two (two) weeks in writing to the verification manager.

The schedule and location of meetings for the committee

Adhoc: As and when complaints / appeals are received then:

Weekly at 4th Dimension Training Consultants offices

Competency requirements of committee members

Committee members must have a minimum level 3 in all competencies defined in the Individual's Skills Assessment. The person with the most experience will be appointed chairperson. Committee members will change depending on the complaint/ appeal origination to ensure impartiality.

Quorum

Minimum 2 (two) committee members.

Balance of interest consideration of the committee members

All employee records will be scrutinized by the MD to ensure impartiality as well as the measured entities file to ensure independence from the original verification.

Agenda:



Welcome

Apologies

Review of Appeal or Complaint

Review of Original documentation

Investigation

Recommendations

Decision

Date of next meeting

Format of minutes of committee meetings

Minutes to be taken by the chairperson