

1 Ntsikelelo Verification Agency

Complaints Processes

1. Introduction

- 1.1 This document defines the terms of reference of the Complaints committee.
- 1.2 The Complaints Committee is 1 Ntsikelelo Verification Agency's Boards delegated authority on Complaints lodged by any user of the Verification Certificate or any unrelated third party in respect of verification decisions made by the Verification Manager.

2. Purpose of the Complaints Committee

- 2.1 The Complaints Committee is responsible to review all Complaints received on Verifications done by 1 Ntsikelelo Verification Agency and to consider such Complaints presented to it.
- 2.2 The Complaints Committee shall perform the activities delegated to it and described in the 1 Ntsikelelo Verification Agency Manual.
- 2.3 The Complaints Committee shall perform such other activities as may be required by the board of 1 Ntsikelelo Verification Agency from time to time.

3. Membership

- 3.1 The Complaints Committee shall be appointed in writing by the Members of Ntsikelelo Management and Accounting Services, and such appointment shall be subject to the rules applicable to Conflicts of interest and Impartiality set out in clause 4 below.
- 3.2 The Complaints Committee may co-opt experts or interested parties from the industry to the committee on either a permanent or temporary basis.
- 3.3 Every member of the Committee will be expected to display his/her competency passing a competency review test set by the Verification Manager on the technical aspects relating to the verification process and the Verification Standards required to enable him/her to make an informed judgment on the merits of an appeal as may be required in his/her capacity as a member of the Complaints Committee. Only Committee Members who have been declared competent by the Verification Manager in terms of the provisions of [8.1] of the 1 Ntsikelelo Verification Agency Manual may be appointed to the committee.

4. Conflict of Interest, Impartiality and Competency

- 4.1 Any member appointed to the Complaints Committee that has any conflict of interest with a Client under review shall reclude himself/herself from the proceeding pertaining to that Client.
- 4.2 Any member who believes that their impartiality may be compromised for any reason whatsoever should disclose same to the Committee prior to the discussion and reclude him/her from the proceedings pertaining to that Client.
- 4.3 Every member of the Committee will sign a Standard Statement required in terms of [6.9] of the 1 Ntsikelelo Verification AgencyManual regarding Impartiality and Confidentiality on every verification matter on which he/she may do any work.
- 4.4 Every member of the Committee will be expected to display his/her competency by passing a competency review test to be conducted in March of each year. The competency test will be set by his/her peers and it will focus on the technical aspects relating to the verification process and the Verification Standards required to enable him/her to make an informed decision on the merits of a complaint as may be required on his/her capacity as a member of the Complaints Committee.

5. Mandate and Scope

- 5.1 The Complaints Committee is mandated by the Board of 1 Ntsikelelo Verification Agencyto assess the merits of any Complaint lodged pursuant to the Complaints procedure set out in the 1 Ntsikelelo Verification AgencyManual.
- 5.2 The Complaints Committee shall implement instructions and actions directed to it by the Board of Ntsikelelo Management and Accounting Services, except where such instructions may cause Very-Com to issue a Verification Certificate or B-BBEE Scorecard which may not be in compliance with the required standards.

6. Operating Process

- 6.1 The operational responsibilities and process of the Complaints Committee are contained in the 1 Ntsikelelo Verification AgencyManual.
- 6.2 The Complaints Committee shall adhere to the 1 Ntsikelelo Verification AgencyManual and execute its responsibilities as defined therein.
- 6.3 The Complaints Committee shall provide a Report to the Board of 1 Ntsikelelo Verification Agencyon each Complaint Lodged with the outcome of such Complaints and the actions taken.

7. Meetings and Meeting Procedures

- 7.1 The Chairman of the Complaints Committee shall be elected from the members and approved by the Board of Ntsikelelo Management and Accounting Services.
- 7.2 Complaints and other items for presentation to the Complaints Committee shall be submitted three working days in advance in the prescribed format.

- 7.3 A quorum shall compromise at least 50% of those appointed to the Complaints Committee.
- 7.4 In the absence of the appointed chairman, any member may be requested to chair the meeting.
- 7.5 Meetings shall be held on a needs basis