

APPEALS PROCEDURE

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1. Scope

The procedure covers all appeals received by Siyandisa from Measure Entities which have a bearing on their BBBEE status level.

2. Purpose

The purpose of this procedure is to allow Measured Entities to have any decision which they consider to be unfair and/or ambiguous relating to their B-BBEE score reviewed.

3. Responsibility and authority

The Appeals Officer is authorised and responsible for maintaining and implementing this procedure.

4. References

R47 Clause 19

Appeals – Policy Statement (M8)

Corrective Action Procedure - MP11

5. Procedure

Our appeals policy and appeals form shall be made public via our website. The procedure relating to appeals is made available on our website: www.siyandisasolutions.co.za.

- 5.1. After the BBBEE Verification Report and Certificate has been issued, Measured Entities shall have a maximum of 5 working days to appeal any areas which have a bearing on their BBBEE status level.
- 5.2. The BBBEE Verification Report and Certificate shall be considered complete and correct if no written appeal has been received within 5 working days after the preliminary BBBEE Verification Report is issued.
- 5.3. When an appeal is received during the 5 working days, member(s) of EXCO shall appoint an appeals officer who is independent from the Appeal and in terms of the Impartiality Procedure
- 5.4. the Appeals Officer shall assign a unique reference to it, which will be used in all communications for identification and tracking.
- 5.5. The appeals unique reference number is made as in the complaints procedure.
- 5.6. The appeal will be recorded in the Complaints & Appeals Ledger (MP9F2).
- 5.7. The Appeals Officer will validate and investigate the appeal and decide what actions are to be taken in response to it.
- 5.8. The Appeals Officer shall ensure that the appeal is resolved within a maximum of 30 days of the initial lodging of the appeal.
- 5.9. The corrective action procedure will be used to resolve the appeal and the Measured Entity will be advised of in writing of all status updates regarding the appeal.

6. Records

Record	Location	Indexing	Responsibility	Retention Time	Disposal
Appeals form (MP8F1)	Appeals & Complaints File	Date	Appeals Officer	8 Years	Shred
Complaints & Appeals Ledger (MP9F2)	Appeals & Complaints File	Date	Appeals Officer	8 Years	Shred

7. Definitions and Acronyms

"Appeal" a process in which the Measured Entity (appellant) resorts to another power for the purpose of obtaining a review of a decision made by the Verification Manager / Technical Signatory relating to their BEE score.

"Appeals Officer" an independent Verification Manager not involved in the matter that is the subject of the appeal (see structural requirements MP4 for ease of reference).

8. Amendment record

See MP8_03rev – Appeals Procedure