

COMPLAINTS PROCEDURE FORM

inforcomm@inforcomm.co.za

COMPLAINTS PROCEDURE FORM

Inforcomm undertakes to investigate all complaints about Inforcomm-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. Inforcomm 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.

ME Name			
ME Representative			
Date of issue		Certificate No.	

The basis for the complaint			
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Signed by ME Representative		Date	

Notes on the complaint

COMPILED BY:	P MMUSI	REV DATE:	2025-11-30	REV NO	2	DOC NO:	STT2601	
APPROVED BY:	A TLHOAELE	EFFECTIVE DATE	2026-01-01	DESCRIPTION:	PUBLIC STATEMENT			
A16-STANDARD STATEMENT ON CONFIDENTIALITY, IMPARTIALITY AND CONFLICT OF INTEREST								
<i>"Inforcomm reserves the right to issue the B-BBEE Certificate based on the verified evidence or to withdraw the certificate based on misstatement. The verification decision is subject to Inforcomm management system based on the Sanas R47-03 as amended from time to time."</i>								
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RATINGS

COMPLAINTS REGISTER

inforcomm@inforcomm.co.za

DATE	COMPANY NAME	RESPONSIBLE PERSON	REASON FOR A COMPLAINT	PROCESS	COMPLETION DATE

COMPILED BY:	P MMUSI	REV DATE:	2025-11-30	REV NO	2	DOC NO:	STT2601	
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RATINGS

APPEALS REGISTER

inforcomm@inforcomm.co.za

DATE	COMPANY NAME	RESPONSIBLE PERSON	REASON FOR A COMPLAINT	PROCESS	COMPLETION DATE

COMPILED BY:	P MMUSI	REV DATE:	2025-11-30	REV NO	2	DOC NO:	STT2601	
APPROVED BY:	A TLHOAELE	EFFECTIVE DATE	2026-01-01	DESCRIPTION:	PUBLIC STATEMENT			
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 INC. RATINGS INFORCOMM est. 2005	APPEALS FORM inforcomm@inforcomm.co.za
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In order for Inforcomm to review your scorecard, the following information must be provided:

ME Name			
ME Representative			
Date of issue		Certificate No.	

The basis for the appeal	
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Signed by ME Representative		Date	

Notes on the appeal	
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COMPILED BY:	P MMUSI	REV DATE:	2025-11-30	REV NO	2	DOC NO:	STT2601
APPROVED BY:	A TLHOAELE	EFFECTIVE DATE	2026-01-01	DESCRIPTION:	PUBLIC STATEMENT		
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