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COMPLAINTS PROCEDURE			
Compiler	Chantal Robalo	Date of Issue	08 September 2023
Verified by	Zunaid Vallee	Date	08 September 2023
Authorized by	Deirdre Mitchell	Date	08 September 2023

1. SCOPE

This document covers the procedure for resolving complaints relating to any BEE verification activities for which Honeycomb is responsible. It outlines the procedure of Receipt, Validation and Investigation, Resolution, Recording & Tracking and Completion of Complaints.

2. PURPOSE

The purpose of this procedure is to provide a mechanism for the effective resolution of complaints so as to:

- 2.1 protect Honeycomb, its verified entities and other users against errors, omissions or unreasonable behaviour; and
- 2.2 safeguard all parties' confidence in all verification activities.

3. RESPONSIBILITY AND AUTHORITY

The Managing Director will be responsible for ensuring that all complaints against Honeycomb BEE Ratings are investigated and, where these are determined to be valid, the Managing Director will ensure that the complaints are adequately addressed in a timely manner.


4. REFERENCES

R47-03 Clause 20

5. PROCEDURE

5.1 Receipt of Complaints:

- 5.1.1. All complaints should be submitted to the Managing Director in writing;
- 5.1.2. The office of the Managing Director will capture the information onto the Complaints Register;
- 5.1.3. The Managing Director will determine whether the complaint relates to:
 - 5.1.3.1 Honeycomb's verification activities for investigation by Honeycomb, or

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5.1.3.2 If it relates to a measured entity verified by Honeycomb in which case the complaint will also be referred to the verified enterprise in question;

5.1.4. The office of the Managing Director will acknowledge receipt of the complaint within 48 hours, confirming whether the complaint is a Honeycomb BEE Ratings matter for investigation or whether the complaint has been referred to the relevant verified enterprise to address.

5.2 Validation and Investigation of Complaints:

5.2.1 The Managing Director will nominate a competent member of staff to verify all the necessary information to validate the complaint and to conduct an investigation into the complaint. In all cases the person nominated to conduct the investigation shall be in a position senior to that of the person who is the subject of the complaint.

5.2.2 The validation exercise and investigation process will be subject to the requirements of confidentiality as they relate to the complainant and to the subject of the complaint.

5.2.3 The findings of validation exercise, the investigation and recommendations will be submitted in writing to the Managing Director within seven (7) working days.

5.3 Resolution of Complaints:


5.3.1 The Managing Director will determine the course of action to be taken based on the reported findings and recommendations.

5.3.2 The decisions and outcome of the complaint will be communicated in writing to the complainant by the Managing Director unless the complaint is against the Managing Director, in which case the Technical Director will be responsible for the communication.

5.4 Valid Complaints:

5.4.1 should the complaint be valid, the Managing Director will complete HR/MPRep/003 – Non-conformance, Corrective Action and Clearance Report, and raise the complaint as a Non-Conformance.

5.4.2 HR/MPPRO/009 – Managing Corrective Action Procedure will then be followed, to prevent any re-occurrence of the same complaint or similar complaints.

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5.5 Recording and Tracking of Complaints:

5.5.1 The process, findings and resolution of all complaints will be recorded in a Complaints Register in the office of the Managing Director

Complaint Receipt Date	Reference Number	Nature of the Complaint (indicate –HR verification activity OR verified enterprise)	Findings	Recommendations	Agreed Actions (including completion date)	Letter of Completion (Date)

5.6 Completion of Complaint:

5.6.1 The Managing Director will check and confirm that the agreed actions have been undertaken by the specified completion date.

5.6.2 The Managing Director will issue a Letter of Completion, outlining the Outcome of the complaint. The Managing Director will record the date of the letter in the Complaints Register.

5.6.3 The Managing Director will issue a formal notice of the completion of the complaints-handling process to the complainant and record the date of issue.

5.6.4 The Managing Director will ensure the complaint is resolved and solution communicated to the complaint within 30 days after receipt.

6 RECORDS

Record	Responsibility	Minimum Retention Period	Disposal
Complaints Register	MD	2 years	Destroy
Original Invalid Documents	MD	2 years	Destroy