

Complaints and Appeals Lodgement Form

Complaints and Appeals Lodgement Form

1. Details of complainant

I would like to make an appeal or complaint about
.....

2. Complaint – Detail the complaint please tick the main type(s) or issue(s) your complaint relates to

- ☐ Incorrect BEE Score
 - ☐ Incorrect BEE Level
 - ☐ Misinterpretation of BEE codes
 - ☐ BEE initiatives Declined
 - ☐ Staff qualifications or skills
 - ☐ Verification procedures
 - ☐ Invalid BEE Certificate
 - ☐ Bias BEE Process
 - ☐ Staff attitude
 - ☐ Other (please list below) :
-

3. Appeal Type of appeal please tick the main type(s) or issue(s) your appeal relates to:

- ☐ Incorrect BEE Score
 - ☐ Incorrect BEE Level
 - ☐ Misinterpretation of BEE codes
 - ☐ BEE initiatives Declined
 - ☐ Staff qualifications or skills
 - ☐ Verification procedures
 - ☐ Invalid BEE Certificate
 - ☐ Bias BEE Process
 - ☐ Staff attitude
 - ☐ Other (please list below) :
-

4. Complaint details

Please provide specific details of what your complaint is about and when the matter involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary, you may attach an extra page to this form.

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5. Appeal details

Please provide specific details of what your **appeal** is about and when the matter involved occurred. Providing as much detail as possible will assist us in investigating your appeal. If necessary, you may attach an extra page to this form.

6. What is your desired outcome from your complaint/appeal?

7. Authorisation

I hereby authorise Noble Ratings Pty (Ltd) to proceed with the investigation of my appeal/complaint.

Signature: _____ **Date:** _____

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8. Complaint/ Appeal Action:

Office use only:

Complaint / Appeal received by:	
Date:	
Complaint/ Appeal Addressed by:	
Meeting Date and Attendees (if applicable):	
Outcome of meeting of complaint/ appeal	☐ Successful ☐ Unsuccessful
Date that the letter detailing appeal/ complaint outcome was sent	
If complaint/appeal is successful, action has been taken to rectify and by whom:	

Comments:

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9. Complaint/ Appeal Outcome

9.1. Details of the outcome of the appeal / complaint

9.2. Reasoning to the decisions towards the outcomes of the appeal/complaint

10. Authorisation:

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- ☐ This complaint/appeal process has been completed and all parties involved have been informed of any changes in practice or operations where/when necessary
- ☐ This complaint/appeal process has not been completed and all parties involved have been informed of any changes in practice or operations where/when necessary. State remedial actions

Admin Signature:

Date:
