



## 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.

### COMPLAINANT DETAILS

Company Name: \_\_\_\_\_

Responsible Person – First and Surname: \_\_\_\_\_

Tel No: \_\_\_\_\_

e-mail address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

### PLEASE PROVIDE THE FOLLOWING INFORMATION TO ENABLE US TO INVESTIGATE YOUR COMPLAINT:

Name of Company involved in the complaint: \_\_\_\_\_

Inforcomm Certificate No. \_\_\_\_\_ Date of Certificate: \_\_\_\_\_

Reason for complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Evidence on which complaint is based. Certified copies (by a Commissioner for Oaths) are required:**

\_\_\_\_\_

\_\_\_\_\_

RETURN COMPLETED FORM TO: INFORCOMM (PTY) LTD

Compiled by:	P Mmusi	Approved by:	A Tlhoale	Doc No:	FOM07COS	Rev No:	1
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