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 South Africa

CAI NUMBER

COMPLAINT / APPEAL / INFORMATION REQUEST (CAI)

INITIATOR	MEASURED ENTITY	DATE
TYPE OF REQUEST:	Complaint Appeal Information Request	<input style="width: 100%; height: 15px;" type="text"/> <input style="width: 100%; height: 15px;" type="text"/> <input style="width: 100%; height: 15px;" type="text"/>
<p>Definitions:</p> <p>Complaints: A formal complaint from a measured entity against the verification agency, regarding the manner in which any aspect of the verification has been dealt with.</p> <p>Appeals: A difference between the score a measured entity feels it is entitled to, based on the information provided prior to verification, and the score awarded the measured entity by the technical signatory.</p> <p>Information Requests: A request for information regarding the verification process or supporting documentation substantiation a score, from the measured entity or a 3rd party unrelated to the verification, but reliant upon the certificate provided.</p> <p>A copy of this document can be obtained from our website (www.bdo.co.za) or by emailing sboodhoo@bdo.co.za</p>		
<p>Description of complaint/ appeal or information request: (Completed by Complainant / Appellant / Initiator)</p> <div style="border: 1px solid black; height: 400px; width: 100%;"></div>		

BDO Verification Services (Pty) Ltd
 Registration number: 2005/040276/07
 VAT number: 4320235957

Directors: M Müller (Managing) • J Lawrence • MZ Sadek • M Willimott

BDO Verification Services (Pty) Ltd, a South African company, is an affiliated company of BDO South Africa Incorporated, a South African personal liability company, which in turn is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms.

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	NAME	SIGNATURE	DATE
COMPLAINANT / APPELLANT / INITIATOR:			
PHYSICAL ADDRESS:		EMAIL ADDRESS:	
		TEL:	



FOR OFFICE USE

	NAME	
VERIFICATION ANALYST:		
VERIFICATION MANAGER:		
PERSON ASSIGNED TO INVESTIGATE <i>(*)</i> :		
INDEPENDENT PERSON / PERMISSION TO DISCLOSE CONFIDENTIAL INFORMATION REQUIRED:	YES NO	<input type="checkbox"/> <input type="checkbox"/>
		<i>An independent person is required to investigate complaints and appeals.</i> <i>Permission from the measured entity to disclose information may be required by contract.</i>

ACKNOWLEDGEMENT

We acknowledge receipt of your complaint / Appeal / Information Request and are in the process of completing an investigation. The outcome of the investigation will be communicated to you.

	NAME	SIGNATURE	DATE
MANAGING DIRECTOR:			



INVESTIGATION, IMPLEMENTATION & REPORT

For complaints and appeals only

Findings and client recommendation

APPROVAL

Recommended Corrective Action submitted by person assigned to investigate and approved by the Managing Director.

NOTE: A certificate may not be issued without identification of the root cause.

	NAME	SIGNATURE	
PERSON ASSIGNED TO INVESTIGATE^(*):			
MANAGING DIRECTOR:			DATE
WRITTEN RESPONSE PROVIDED TO CLIENT:			
INDEPENDENT PERSON REQUIRED TO REVIEW AND REISSUE CERTIFICATE?	YES NO	<input type="checkbox"/> <input type="checkbox"/>	<i>An independent person is required to investigate complaints and appeals. If changes are required, a different person is required to review and reissue.</i>

COPIES OF CORRESPONDENCE ON CAI FILE?

	NAME	SIGNATURE	DATE
MANAGEMENT REPRESENTATIVE:			



ROOT CAUSE AND INTERNAL CORRECTIVE / PREVENTIVE ACTION

For office use only

Root Cause of error (where applicable)

Corrective / Preventative Action (where applicable)

CORRECTIVE ACTION COMPLETE

	NAME	SIGNATURE	DATE
MANAGEMENT REPRESENTATIVE:			

COPIES OF CORRESPONDENCE ON CAI FILE?

	NAME	SIGNATURE	DATE
MANAGEMENT REPRESENTATIVE:			