

## **BEE COMPLAINTS HANDLING PROCEDURE**

### **1. INTRODUCTION**

The Department of Economic Development takes BEE related complaints seriously, as it is an important way of monitoring BEE compliance. Our complaints handling procedure is the process for addressing issues arising from BEE malpractices and non compliance. It sets out a way of dealing with complaints in a professional, consistent and reliable way. It will also ensure that each complaint is properly investigated and resolved to the complainant's satisfaction within a specific period. The approved complaint form would be made available. The complaints officer will ensure that the Complaints Procedure is followed when dealing with the public.

### **2. HOW TO LODGE A COMPLAINT?**

Complaints can be lodged through the BEE: Complaints Section via the following channels:

**Phone** : 033 - 264 2776  
: 033 - 264 2660

**Fax** : 086 646 6780  
: 086 557 1888

**Email** : [dladlan@kznded.gov.za](mailto:dladlan@kznded.gov.za)  
: [ndlovuw@kznded.gov.za](mailto:ndlovuw@kznded.gov.za)

**In person** : BEE Complaints and Training Unit  
270 Jabu Ndlovu Street  
Pietermaritzburg  
3201

**By post** : Private Bag X9152  
Pietermaritzburg  
3200

### **3. HOW IS A COMPLAINT RECORDED?**

Every complaint received shall be entered into a Register with the following information:

- Name of complainant and contact details
- Nature of complaint
- Date received & Closed
- Reference number
- Resolution / Outcome

**4. HOW ARE COMPLAINTS INVESTIGATED?**

- The Officer allocated the complaint shall acknowledge receipt within 3 days of receipt.
- Officer shall analyze the complaint
- Write and send correspondence to the Respondent within 5 working days from the date when the complaint was received
- Collates the merits of the case
- Mediation between the parties
- A written recommendation describing how the matter should be resolved and the reasons for recommendation
- All complaints should be finalized within 90 days
- After 3 months, parties to be revisited to check on progress or any other problems

**5. RECORDS**

- A record of all such complaints and the final outcome must be maintained for period of three years
- Quarterly reports of all complaints received to be done