

|                                                                                   |                                                                                       |                            |                                 |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------|---------------------------------|
|  | <b>Management Process<br/>Policy and Procedure</b><br><br><b>Policy Number: MAN09</b> | POLICY TITLE: COMPLAINTS   | DOCUMENT CONTROL:<br>V01R060424 |
| COMPILED BY:<br>N MATHEN                                                          | APPROVED BY:<br>C NAIDOO                                                              | REVISION DATE:<br>APR 2024 | REVIEW DATE:<br>FEB 2026        |

## POLICY STATEMENT

It is the policy of Transformex that all complaints must be recorded, validated, investigated and resolved in a fair, just and transparent manner and all complaints must be resolved within **60 (sixty) working days**.

Transformex defines a complaint as “an expression of dissatisfaction, oral or written, justified or not, made by a complainant, involving an allegation of financial loss, material distress or material inconvenience”.

Complaints can be received from both internal and external stakeholders.

- Internal stakeholders would be staff members of Transformex.
- External Stakeholders refer to complainants, suppliers, and relevant organisations, such as ABVA, SANAS, The DTI, etc.

Transformex is committed to delivering consistent, industry-leading, high-quality Verification Services. In pursuit of our goal of continuous improvement, we welcome complaints and concerns as tools for the continual improvement of our business.

Therefore it is an express policy of Transformex that no complainant will be discriminated against in any form when a complaint is made. To ensure that this does not occur, all complaints must be handled by independent individuals who are not in any way perceived to be personally responsible for the occurrence of the cause of concern or complaint.

The responsibility to identify impartial persons to handle the complaint shall solely lie with the Quality Assurance Committee and the Management Committee. It is also the responsibility of Transformex to ensure that the notion of impartiality and confidentiality is adhered to and also central when handling any complaints.

It is a policy of Transformex that all outcomes of the complaints are communicated to the relevant parties as soon as possible following the investigation and corrective action that has been completed.

It is a policy of Transformex that the procedure for complaints is made publicly available to complainants via the Transformex Website.

|                                                                                   |                                                                                       |                            |                                 |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------|---------------------------------|
|  | <b>Management Process<br/>Policy and Procedure</b><br><br><b>Policy Number: MAN09</b> | POLICY TITLE: COMPLAINTS   | DOCUMENT CONTROL:<br>V01R060424 |
| COMPILED BY:<br>N MATHEN                                                          | APPROVED BY:<br>C NAIDOO                                                              | REVISION DATE:<br>APR 2024 | REVIEW DATE:<br>FEB 2026        |

## PROCEDURE

### 1. PURPOSE

The purpose of this procedure is to demonstrate how Transformex will investigate and resolve both internally and externally generated complaints in a manner that instils confidence in all our stakeholders.

### 2. SCOPE

- ❖ Procedure for lodging complaints
- ❖ Procedure for recording or registering complaints and determining complaint reference number
- ❖ Procedure for allocating resources to the complaint for investigation ensuring non-discrimination to the complainant
- ❖ Procedure for investigating and resolving complaints
  - ❖ Reviewing the complaint
  - ❖ Set up a hearing
  - ❖ Decision making
  - ❖ Informing the parties of the outcome
- ❖ Procedure for record-keeping and reporting to the management committee
- ❖ Procedure for ensuring public availability of the complaints procedure

### 3. RESPONSIBILITY AND AUTHORITY

- ❖ Quality Committee Manager and members
- ❖ Verification Coordinator
- ❖ Management Committee

### 4. REFERENCES

#### **SANAS R47-03**

The Transformex Complaints Procedure has three (3) Phases

|                                                                                   |                                                                                       |                            |                                 |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------|---------------------------------|
|  | <b>Management Process<br/>Policy and Procedure</b><br><br><b>Policy Number: MAN09</b> | POLICY TITLE: COMPLAINTS   | DOCUMENT CONTROL:<br>V01R060424 |
| COMPILED BY:<br>N MATHEN                                                          | APPROVED BY:<br>C NAIDOO                                                              | REVISION DATE:<br>APR 2024 | REVIEW DATE:<br>FEB 2026        |

#### Phase 1:

- ❖ The complainant must contact the verification coordinator or any manager at Transformex via email, letter, telephonically or via our website using the complaints form (MAN09-A) regarding the dissatisfaction with any staff member.
- ❖ The complainant must ensure that the complaint is lodged within 1 (one) month of the offence taking place
- ❖ At this stage, the Quality manager will try to resolve the matter amicably with the complainant in a collaborative and cooperative spirit via a telephone call or personally in a structured meeting.

#### Phase 2:

- ❖ Should the outcome of Phase 1 not be to the complainant's satisfaction, the complainant may then engage the Quality Manager or the Managing Member in writing either through email, a letter or through our website [www.transformex.co.za](http://www.transformex.co.za)
- ❖ The Manager will reply to your complaint within seven (7) working days.
- ❖ A senior member (preferably the Quality Committee Manager) will investigate your complaint within SIXTY (60) working days
- ❖ The investigative phase will include an opportunity for the complainant to explain the circumstances of the complaint at an official hearing set up by the manager.
- ❖ The managing member will then consider the hearing and take into account all perspectives (the complainant and defendant) and provide the complainant with a written report of the findings of the investigation and the proposed course of action.

#### Phase 3:

- ❖ If the outcome of Phase 2 still does not satisfy the complainant, an independent investigator, will be assigned to investigate the case.
- ❖ The complainant must ensure that dissatisfaction with the outcome of phase 2 is provided in writing to the managing member within seven (7) working days from receipt of the report from the managing member.
- ❖ The independent investigator will contact the complainant within seven (7) working days of receipt of the complainant's written report.
- ❖ The complainant and defendant will be requested to attend a hearing.

|                                                                                   |                                                                                       |                            |                                 |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------|---------------------------------|
|  | <b>Management Process<br/>Policy and Procedure</b><br><br><b>Policy Number: MAN09</b> | POLICY TITLE: COMPLAINTS   | DOCUMENT CONTROL:<br>V01R060424 |
| COMPILED BY:<br>N MATHEN                                                          | APPROVED BY:<br>C NAIDOO                                                              | REVISION DATE:<br>APR 2024 | REVIEW DATE:<br>FEB 2026        |

- ❖ The outcome of the hearing and the independent investigator's recommendation will be reported to the management committee.
- ❖ The management committee will consider the recommendations of the independent investigation and make a final decision on the complaint.

The complainant is welcome to start the complaint at Phase 2, however, unless the complainant considers the complaint to be of a very serious nature, we would encourage the complainant to resolve the complaint amicably using Phase 1.

The Transformex complaints procedure is based on the following procedure:

- ❖ Openness and collaboration in the procedure
- ❖ Fair representation in an investigation
- ❖ Impartiality in the review and investigation of a complaint
- ❖ Non-discrimination in any form to the complainant