

Complaints Procedure

Where the interests of safety can be served, SAFA will undertake to investigate complaints received from its members.

This is a procedure for handling complaints from members of SAFA where it is suspected that there has been a breach of good working practice, an unlawful act or ongoing nonconformance issues exist with an entity operating in the South African Ex industry. It may also be used where a SAFA member has breached the Code of Conduct.

All complaints must be submitted via email or via the SAFA web site and will be processed by the secretariat. The secretariat, after considering the complaint, will approach a member of the Executive Committee who it determines has no conflict of interest with either the complainant or the suspected transgressor.

The complaint must contain the following information:

- The name of the entity against whom the complaint is being made
- The full names, address and contact details of the complainant
- Identification of what has allegedly been breached
- A detailed description of the actions (or inactions) which resulted in the alleged breach
- An indication of whether the complainant has made an effort to resolve the complaint directly with the entity or by any other means.

The Executive Committee member, upon consideration of the material provided will consult with other Executive Committee members who also are deemed not to have any conflict of interest, and determine the next steps, which will include but are not limited to:

An acknowledgement of receipt of the complaint is sent to the complainant.

A few basic sanity checks are done, to ensure that the complaint is valid:

Is the entity a member of SAFA?

Has this complaint or a similar one been dealt with previously?

Are any South African laws being broken?

Are any mandatory South African Standards not being complied with?

Is the complaint related directly to competitive advantage?

If the selected members of the Executive Committee feel that the complaint is valid, then the transgressor will be approached with the alleged transgressions for comment. All efforts will be

made not to reveal the complainant where this is possible. It will be the intention of SAFA to work with the transgressor to rectify the situation where this is needed or possible, noting that many transgressions are made in error, or due to a lacking of knowledge by the transgressor.

Where a transgressor chooses to ignore the complaint and reject offers of assistance from SAFA, then SAFA will approach any relevant authorities and inform them of the situation. These authorities may include the Department of Labour, Department of Mineral Resources, The Test Labs / Conformity Assessment bodies where relevant, and the South African National Accreditation System.

Where SAFA deems necessary in the interests of safety, details of the transgression may be made known to the wider Ex industry and/or discussed at SAFA Technical Meetings.

If a SAFA member refuses to correct proven wrongdoing, this will be regarded as a breach of the SAFA Code of Conduct and the member may be expelled from the association.

It will be the intention of SAFA to act upon and finalise any complaint received within the shortest possible timeframe, but not exceeding three months from date of receipt.

It should be noted that SAFA being a voluntary association will normally not enter into legal proceedings or pay any legal or related costs to any inquiry it embarks upon. The actions of SAFA will be strictly limited to considering complaints for validity, advising any transgressor of the transgression involved, and notifying the relevant authorities in cases where solutions cannot be found after exhausting efforts to correct the transgression(s).