



APPEALS PROCEDURE

1. Registration of appeals

- a.** Client makes an enquiry and obtains an appeal form (M8-F008).
- b.** The client completes the said form and submits within 30 days.
- c.** The verification administrator logs all appeals on the appeal register (M8-F009).

2. Resolutions process

- a.** The verification manager investigates the validity of the appeal including requesting further documentation as evidence in support of the appeal.
- b.** The verification manager makes recommendation to the CEO on the bases of the document review and oral interviews (where applicable).
- c.** The verification manager could either affirm and confirm the evidence as lead by the appellant or dismiss it as not having substance.
- d.** The CEO applies his mind on the bases of the evidence presented to him and makes the final decision.
- e.** If the appeal is dismissed, the CEO will close the file and advise the client (M8-F010) detailing the reasons for such findings. However if the evidenced lead by the appellant is affirmed an appropriate action will be taken to redress the situation and that is communicated to the client.
- f.** A non-compliance receipt (NCR) (M11-F016) will be issued in the event that there is a breach to avoid recurrence.