MSCT BEE SERVICES
Making Significant Changes Together

COMPLAINT, APPEAL & INFORMATION REQUEST

please return this completed document to bbbee@msctbee.co.za

Please select the nature of your request below:

	Complaint: M*easured Entity lays a formal complaint against the B-BBEE Rating Agency regarding any issues experienced in relation to the manner in which the analyst carried out the verification activities, or presented themselves throughout the process.* ****such requests are only permitted during the verification engagement, up to a maximum of 5 business days after the certificate issue date.***
	Appeal: *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 verification manager.* ****such requests are only permitted within a maximum of 5 business days from Certificate issue date.***
	Information Requests: *A request for information regarding the verification process or supporting documentation substantiating a score, reliant upon the certificate issued.*
	Internal Audit: *(for internal use only)*

Please provide a detailed description concerning your request below:

Client Name:
Insert concern / request:

Signed and dated at _____ on _____

Name of authorised representative: _____

Signature of authorised representative: _____