CAI NUMBER

the legal verification team
Legally assured verification

COMPLAINT / APPEAL / INFORMATION REQUEST (CAI)

INITIATOR	MEASURED ENTITY	DATE

TYPE OF REQUEST:	Complaint Appeal Information Request	

Definitions:

Complaints:

A formal complaint from a measured entity against the BEE Rating Agency, regarding the manner in which any aspect of the verification has been dealt with.

Appeals:

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 technical signatory.

Information Requests:

A request for information regarding the verification process or supporting documentation substantiation a score, from the measured entity or a 3rd party unrelated to the verification, but reliant upon the certificate provided.

A copy of the CAI procedure can be obtained from our website or by emailing marsha@tlvt.co.za

Description of complaint/ appeal or information request:
(Completed by Complainant / Appellant / Initiator)

	NAME	SIGNATURE	DATE
COMPLAINANT / APPELLANT / INITIATOR:			
PHYSICAL ADDRESS:		EMAIL ADDRESS:	
		TEL:	
		FAX:	