

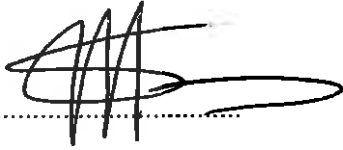
Complaint forms as well as a notice explaining the procedure will be prominently displayed in the reception office of the Export Unit as well as all state veterinary offices where export certification is conducted.

COMPLAINT RESOLUTION PROCEDURE

1. All complaints must be submitted in writing. Complaints must be addressed to the Deputy Director: Export Control and must either be delivered by hand¹ to Mrs Lovinia Nyathi or e-mailed to vetexports@elsenburg.com.
2. A letter of acknowledgment will be sent to the complainant within two working days of receiving the complaint using the method indicated on the complaint form.
3. The Deputy Director or a designated veterinarian will convene a meeting within three working days of registration of the complaint with the state veterinarian who was involved with the situation that the complaint has been lodged for. Another member of the certification panel will also be invited to the meeting to assist with the resolution of the complaint. This arrangement will ensure that a consensus reply to the complaint is reached based on Departmental policy and sound certification principles.
4. A detailed written response will be submitted to the complainant within five working days of registration of the complaint. However any consultation with the National Department of Agriculture and/or communication with the importing country might delay the response.
5. If the complainant is not satisfied with the response, an appeal can be lodged with the Chief Director Veterinary Services within five days of receiving the written response to the complaint.
6. The Chief Director Veterinary Services will make a final decision within five working days of receiving the appeal. This decision will be communicated in writing to the complainant.

Notes:

1. This does not exclude the option of the company having the letter couriered. It just means that posting the letter is not allowed.



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Dr G Msiza

Chief Director Veterinary Services, Western Cape

Date: 07-03-2014