

# **POLICY FOR STATEMENT ON IMPARTIALITY, APPEALS AND COMPLAINTS TO MADE PUBLIC BY WAY OF WEBSITE**

## **1. Scope and Purpose**

The purpose of this document is to have a procedure in place to make sure that BEE Transformation Solutions (Pty) Ltd.'s statement on impartiality, appeals and complaints are always and at all times made public by way of their website.

## **2. Definitions and References:**

Clauses 13.6, Management of Impartiality; Clause 19, Appeals and Clause 20, Complaints of the R47-03

## **3. Procedure:**

- a) BEE Transformation Solutions (Pty) Ltd will at all times have an active website except for times when the website is upgraded when it will clearly indicate on the website of such operations;
- b) BEE Transformation Solutions (Pty) Ltd will at all times have a public statement on impartiality, appeals and complaints on its website which are up to date and in accordance with the present authorized statements of BEE transformation solutions (Pty) Ltd;
- c) BEE Transformation Solutions (Pty) Ltd will maintain and make sure that abovementioned contents are in line with the procedure;
- d) The Verification Manager and Nominated Representative will check the website on a monthly basis to make sure that the contents of the website comply with these procedures.