



South African Qualification and Certification Committee for the Fire Industry

Reg. No.: 99/1937/08 a Section 21 Company

www.saqccfire.co.za

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COMPLAINT REPORT FORM

All consumer/institutions/individuals who wish to lodge a complaint against any SAQCC-Fire registered competent person must complete this form. Any complaint will be dealt with in terms of the Disciplinary code of the SAQCC-Fire. A copy can be down loaded from the SAQCC-Fire web site.

One separate form for each complaint and for each person against whom a complaint is brought.

This form must be filled out stating as much detail as possible.

The person lodging the complaint must sign at the bottom right hand corner of each page as well as the affidavit on the last page.

Name of consumer/individual/institution who is submitting this complaint:

1. Is this complaint brought in the name of the person who submits the complaint? Yes/No

2. Name of consumer/company/institution where the alleged transgression took place:

Postal Address:

Post Code:

<input type="text"/>	<input type="text"/>
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Physical Address:

Address where the evidence can be inspected:

3. Have you first submitted this complaint to the SAQCC-Fire Registered Person who did the work or the Company he works for, before submitting the complaint to SAQCC-Fire? Yes/No

If **Yes**, Please complete in detail:

3.1 Date complaint first submitted to the Company/SAQCC-Fire registered competent person:

3.2 Response from the Company/SAQCC-Fire registered competent person:

3.3 Were you satisfied with the outcome? **Yes/No**

3.4 What would you like SAQCC-Fire to do?

4. Information on SAQCC-Fire registered competent person involved;

4.1 Name and Surname:

4.2 SAQCC-Fire registration number:

4.3 Did you confirm the SAQCC-Fire registered person's identity at the time when the transgression took place by inspecting the individuals SAQCC-Fire registration Card? **Yes/No**

4.4 Did you contract (give instructions to) the individual or his Company to do work related to the competency and registration of the individual for your firm? **Yes/No**

4.5 Who brought the alleged misconduct to your attention?

4.6 How long after the work was completed was the alleged misconduct brought to your attention (specify period as accurately as possible ~ days, week, month?):

4.7 Did you give specific instructions to the person who brought the alleged misconduct to your attention **BEFORE** it was brought to your attention?: **Yes/No**

4.8 Were you charged for and given an invoice for the work that was done and that is now in question? **Yes/No**

If **Yes**, please attach a certified copy of the invoice relating to this complaint

5. Nature of complaint:

List alleged transgressions/faulty workmanship/matter of complaint;

1	
2	
3	
4	
5	
6	

6. Evidence:

6.1 Do you have evidence of the alleged misconduct? **Yes/No**

6.2 How was the evidence collected? Please describe

7. Please attach all photo's, video, witness statements and reports pertaining to the alleged misconduct to this complaint form.

8. State the full particulars of people who will give evidence at a hearing/investigation on behalf of the consumer/owners of the fire equipment:

Name & Surname	Telephone	Fax Number	Cell Number	Email address

Declaration of consumer/company/firm/institution where alleged transgression took place:

I,
full name, surname and ID number of person who can legally represent the owners where the alleged misconduct/transgression took place), the undersigned, herewith confirm that I represent

.....
(Name of the owners) in this matter and that we wish to lay a formal complaint:

1. I confirm being legally authorised to bring this complaint
2. I confirm that we will ensure that the person/s who can give evidence pertaining to the nature of the complaint shall attend any hearing that SAQCC-Fire may set down to investigate the matter to give evidence
3. I confirm that all attached independently sealed evidence such as photo's, video's, documentation and/or equipment (sealed by South African Police, other official functionaries), as well as this documentation is true.
4. I understand that SAQCC-Fire shall be held blameless of any form of injuria should any evidence or documentation submitted by me prove to be falsified or not represent a true picture.

I, herewith confirm thathas the power of attorney to deal with the matter on behalf of the complainant, if applicable.

SIGNED ON THEDAY OF THE MONTH.....OF THE YEAR

AT
(Town /City where signed

.....
Signature

Witnesses:

1. **Name:**
Signature: **Date:**
2. **Name:**
Signature: **Date:**