



NATIONAL BARGAINING COUNCIL FOR THE PRIVATE SECURITY SECTOR

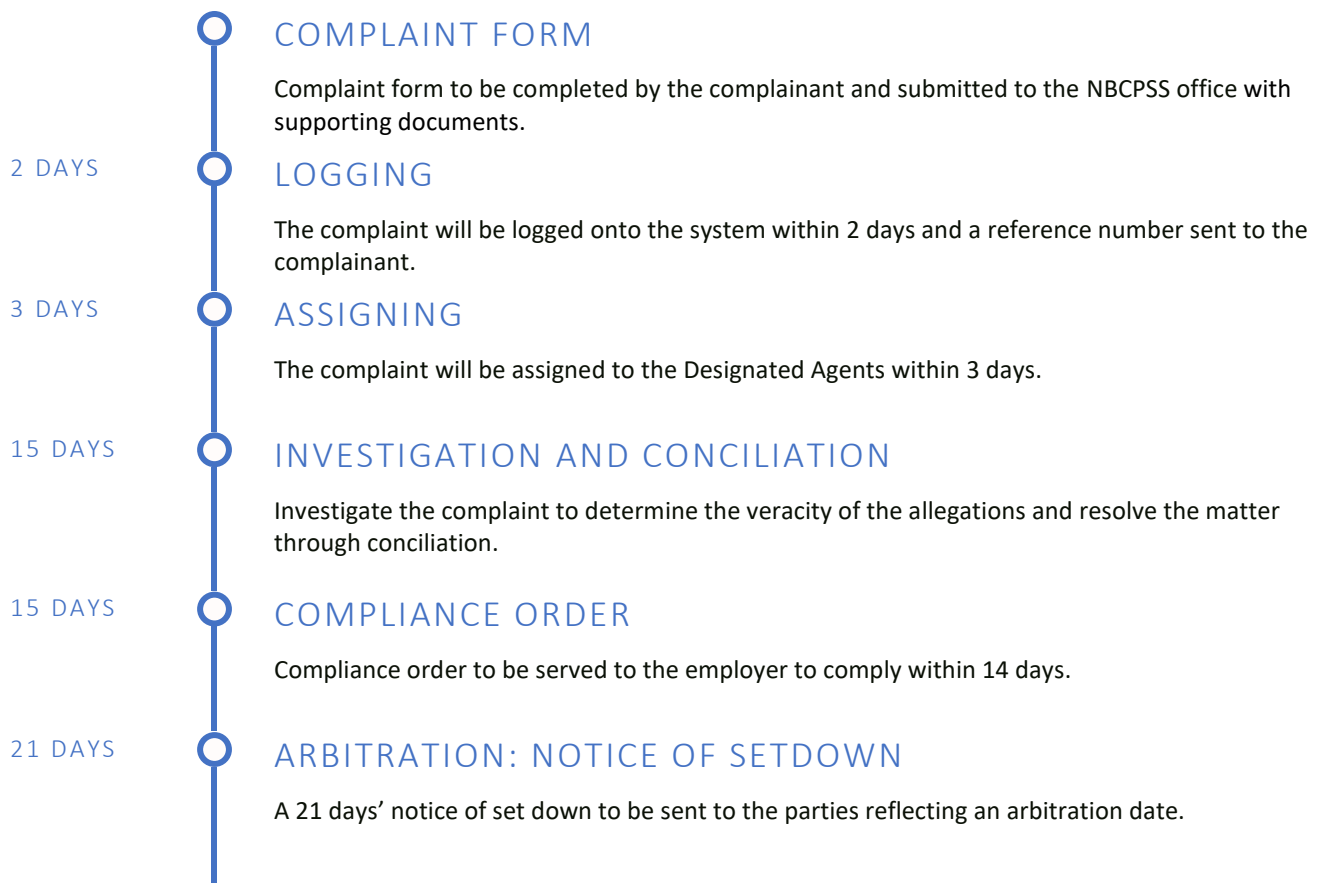
COMPLAINTS ACTIVITY FLOW (PROCESS SUMMARY)

The process defined hereunder details the complaints management process and timelines applicable up to the finalization of complaints.

1. A complaint is received via E-Mail <complaints@nbcps.org.za>, NBCPSS Complaints Centre (010 800 2321), NBCPSS head office and regional office walk-ins.

PROCESS TIMELINE(141 DAYS)

2. Firstly, it must be identified during the interaction whether the query is a complaint or a dispute. Thereafter, the following process will take place.



AT THIS STAGE, THE MATTER HAS PROGRESSED TO THE ENFORCEMENT PROCESS, WHERE TIMELINES ARE SET IN THE LABOUR RELATIONS ACT AS REFLECTED BELOW.



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PROCESS TIMELINE FOR ENFORCEMENT PROCESS

