

COMPLAINTS ACTIVITY FLOW (PROCESS SUMMARY)

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

A complaint is received via E-Mail < complaints@nbcpss.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.

	P	COMPLAINT FORM
		Complaint form to be completed by the complainant and submitted to the NBCPSS office with supporting documents.
2 DAYS	Ò	LOGGING
		The complaint will be logged onto the system within 2 days and a reference number sent to the complainant.
3 DAYS	Ò	ASSIGNING
		The complaint will be assigned to the Designated Agents within 3 days.
15 DAYS	\rightarrow	INVESTIGATION AND CONCILIATION
		Investigate the complaint to determine the veracity of the allegations and resolve the matter through conciliation.
15 DAYS	¢	COMPLIANCE ORDER
		Compliance order to be served to the employer to comply within 14 days.
21 DAYS	Ò	ARBITRATION: NOTICE OF SETDOWN
		A 21 days' notice of set down to be sent to the parties reflecting an arbitration date.

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



PROCESS TIMELINE FOR ENFORCEMENT PROCESS

ARBITRTION HEARING Arbitration to be conducted on the set date. 19 DAYS ARBITRATION AWARD The presiding Commissioner to issue an award within 14 days of the arbitration date and Council to vet /quality check and serve same to the parties within 5 days. 21 DAYS COMPLIANCE BY THE EMPLOYER The employer has 21 days to comply with the arbitration award. 3 DAYS NOTICE OF CERTIFICATION Section 143 application notice to be sent three days after the employer has failed to comply with the set timeframe. 35 DAYS CCMA CERTIFICATION Award/s to be sent to the CCMA for certification within 5 days after the service of Section 143 application notice, with a 30-day waiting period to receive a certified award back. 7 DAYS **SHERIFF** Writ of execution to be sent to the sheriff within 7 days.