



CHERRY RATINGS
CHERRY RATED **BEE SERVICES**

CHERRY RATINGS (PTY) LTD

SANAS-Accredited B-BBEE Rating Agency

Appeals and Complaints Statement

Cherry Ratings (Pty) Ltd is committed to a fair, transparent and impartial process for handling appeals and complaints from our clients and from any other party affected by our B-BBEE verification services. This process is aligned with the requirements of the current SANAS R47, the accreditation standard that governs B-BBEE Rating Agencies, and with our internal Complaints and Appeals Policy (MAN-08).

What Is an Appeal or a Complaint?

- **An appeal:** is a request for Cherry Ratings to reconsider a verification decision or outcome, such as a score, finding or certificate, with which you disagree.
- **A complaint:** is any expression of dissatisfaction with our service, our processes, a verification certificate, or the conduct of our personnel, submitted by a client or any other party.

There is no cost to lodge an appeal or complaint with Cherry Ratings, unless the matter is referred to an external third party.

How to Lodge an Appeal or Complaint

Any client or third party may submit a formal appeal or complaint by emailing us on the email appealsandcomplaints@cherryratings.co.za with:

- The date of submission and your contact details.
- The nature of the appeal or complaint, described as clearly as possible.
- The verification team, file or certificate concerned, where applicable.
- The date of the event giving rise to the appeal or complaint.
- Any supporting documentation.

How We Handle Your Appeal or Complaint

- **Acknowledged:** receipt is confirmed in writing within 3 working days of a formal appeal or complaint being lodged.
- **Logged:** every appeal and complaint is recorded in our Appeals and Complaints Register for tracking and record-keeping.
- **Handled independently:** by a person who was not involved in the original verification, decision or matter concerned, in line with the current SANAS R47.
- **Confidential:** all information shared with us is treated in accordance with our Confidentiality Policy throughout the process.
- **Free from discrimination:** no appellant or complainant will face discriminatory treatment as a result of raising a matter with us.
- **Resolved in good time:** we aim to communicate the outcome in writing within a maximum of 30 days of the appeal or complaint being lodged.

Independent **Verification.**
Trusted **Ratings.**
Enabling **Transformation.**

Physical Address
991 Sovereign Road, Strubensvalley
Roodepoort, Gauteng, 1735

☎ +27 (0) 71 220 0290 ✉ info@cherryratings.co.za 🌐 www.cherryratings.co.za



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- **Final:** the decision of the Appeals/Complaints Committee, once communicated, is final and binding.

Submit an Appeal or Complaint

To lodge a formal appeal or complaint, or to ask a question about this process, please use the email address below.

Email: appealsandcomplaints@cherryratings.co.za

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