

PROCEDURE TO FOLLOW FOR A POPIA COMPLAINT

1. PURPOSE

The purpose of this document is to provide all staff with a consistent and comprehensive understanding of how to handle data subject (member) complaints successfully. It is important to record all complaints and to ensure that client complaints are resolved in a courteous, timely, effective and fair manner. The Information Officer should be informed of all complaints received.

This document serves as a guideline to achieve successful results in dealing with data subject (member) complaints. The following needs to be achieved:

- The understanding of what a complaint is.
- To thoroughly investigate the complaint.
- To ensure fair treatment of the data subjects (members).
- To make informed decisions.
- To ensure timely resolution.
- To conduct root cause analysis.
- To put forward and manage possible solutions through corrective action improvements.
- To ensure that the complaints process is fair, transparent, accessible, and visible to data subjects (members).
- To ensure that adequate communication is provided to the data subjects (members) about the complaints process, where to complain and to whom to complain to and that is it performed in clear and understandable language.

2. PROCESSES

- a) Accept all written complaints submitted from data subjects (members).
- b) Log the date and content of the complaint in the Complaints Register.
- c) Inform the Information Officer of the complaint received in writing.
- d) Acknowledge receipt of the complaint in writing within 3 days of receipt.
- e) Provide the name, contact details and detail of the complainant to the applicable department/ operator.
- f) Investigate the complaint to ascertain whether it can be resolved immediately.
- g) If the complaint can be resolved immediately, take the necessary action, and advise the data subject (member) accordingly.
- h) If the complaint cannot be resolved immediately, send the data subject (member) a written summary of the steps to be taken to resolve the matter and the expected date of resolution.
- i) If unable to resolve the complaint within a further 5 working days of lodging the complaint, notify the data subject (member) by means of a written notice. This notice should outline the current status of the complaint and the expected date of resolution.
- j) Once resolved, provide the data subject (member) with the resolution and update the Complaints Register with detail of the investigation and the outcome of the complaint.
- k) Provide the Information Officer with written feedback of the resolution of the complaint.

3. COMPLAINTS PROCESS FLOW

