



South African Council
for the Architectural Profession

STAKEHOLDER DISPUTE RESOLUTION PROCEDURE

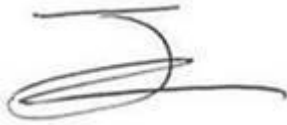
Compiled By: Stakeholder Relations Unit	Version No :02	Date: 07 May 2021
Revised By: Registrar	Revision No: 2	Date: 25 June 2021
Revised by Management Committee for recommendation	Revision No:	Date: 20 July 2021
Signed By: Registrar 	Advocate Toto Fiduli	Date: 03 August 2021

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1. PURPOSE

To establish easily understood standards and procedures under which South African Council for the Architectural Profession (SACAP) will respond to and aim to resolve complaints and disputes with stakeholders at the earliest possible opportunity.

2. SCOPE

This complaints policy and dispute resolution process will be followed for all complaints against SACAP and its operations by external stakeholders. For internal stakeholders there are existing HR processes in place to be utilised.

3. DEFINITIONS

Complaint defined as “an expression of dissatisfaction made to an organisation relating to its products or services.

Complainant any person or entity making a complaint against SACAP and its Council, Committee members and employees.

4. GUIDING PRINCIPLES

SACAP has a set of six core values that guide our behaviour as we engage with our stakeholders;

- **Responsibility:** Being accountable for our decisions and actions
- **Excellence:** Promoting high standards
- **Integrity:** Ethical behaviour, honesty and trustworthiness
- **Respect:** Ethos of dignity, tolerance and consideration
- **Transparency:** Appropriate disclosure of information and open debate
- **Cohesiveness:** Shared, coherent values and aspirations

5. MAKING A COMPLAINT

Because SACAP is committed to resolve all complaints and disputes within a reasonable time, all complaints should be submitted in writing to;

Email : Info@sacapsa.com

Letter : 51 Wessel Road,
Right Wing, Rivonia
Sandton,
2128

Post : PO Box 1500, Rivonia, 2128

6. SUPPORTING INFORMATION

To clarify the issues raised and assist in a timely manner, SACAP recommends that where possible complaints are made in writing with supporting information;

- The name and contact details of the complainant
- The nature and details of the complaint, including dates, times and SACAP staff members who were involved.
- Copies of any supporting statements or documents

7. PROCEDURE

The complainant will be treated with courtesy and respect and kept informed throughout the process. SACAP will aim to progress each complaint within a reasonable time.

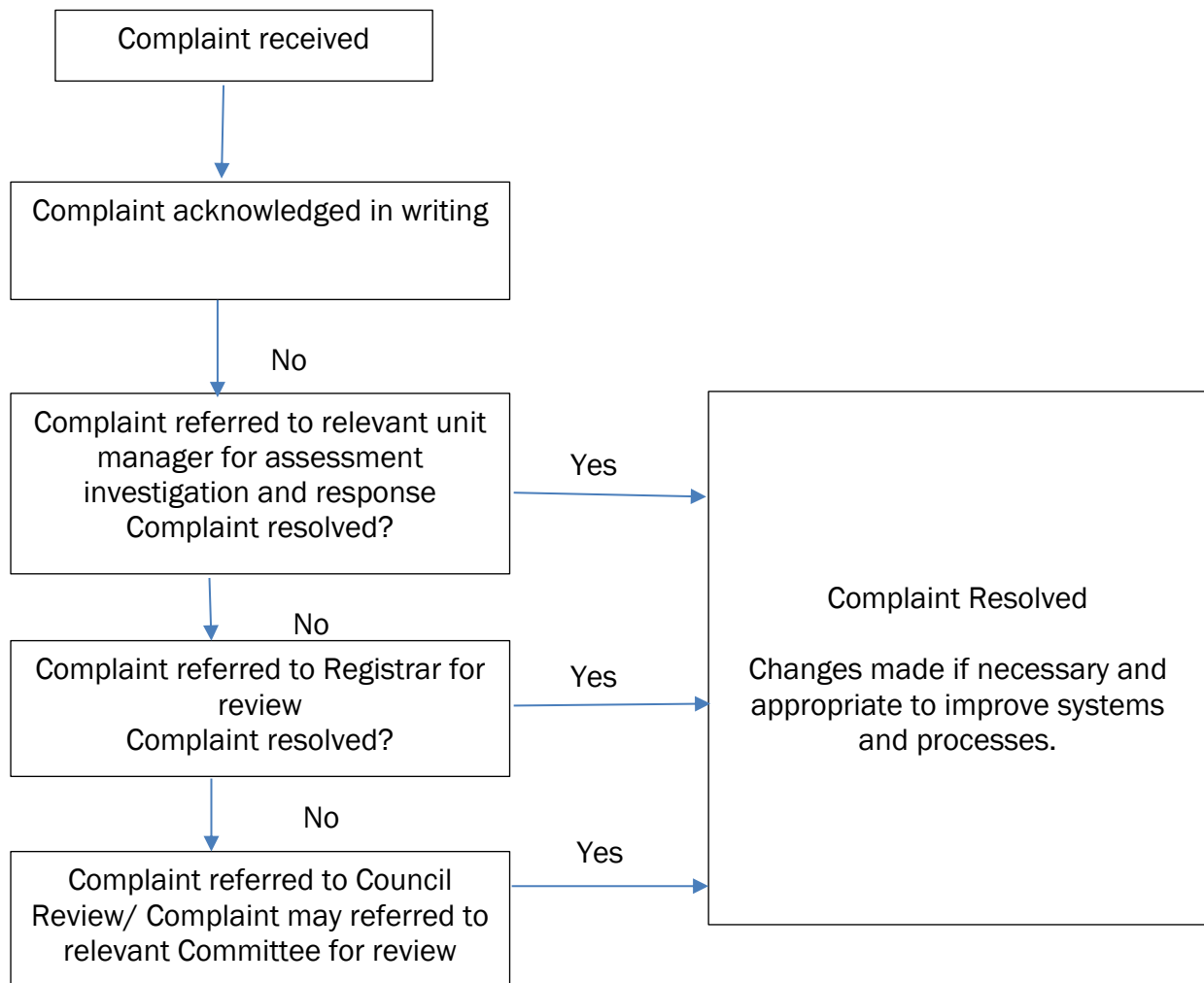
SACAP will record and deal with all complaints from external stakeholders. SACAP will use all issues identified in the complaints to improve its processes.

Step	Details	Person Responsible
1. Acknowledge Complaint		
1.1	SACAP will acknowledge the complaint in writing as soon as it is reasonably possible after it has been received.	Contact Centre
1.2	The complaint shall be referred to the Stakeholder Relations Unit for referral to the relevant departments.	Stakeholder Relations Manager
1.3	The relevant unit manager shall investigate the complaint and provide an outcome within a reasonable time.	Unit Managers
1.4	Where the complainant is not satisfied about the outcome, he or she may escalate the matter to the Registrar.	Registrar
	Where the complainant is not satisfied about the outcome, he or she may request that the matter should be escalated to a relevant Committee.	Committee
3.1	If the Complainant is not satisfied with the outcome from a Committee, the matter shall be referred to Council for final determination.	Council

8. CONTINUOUS IMPROVEMENT

SACAP will immediately redress any identified areas of deficiency in the complaints policy and dispute resolution process, and will review its efficiency and effectiveness every two years to identify and implement improvements.

9. DISPUTE RESOLUTION PROCESS FLOWCHART



10. APPLICATION

10.1. This policy shall apply to all employees, Council and Committee members of SACAP. Any person who contravenes or fails to comply with the provisions of this policy shall be in breach of the rules and regulations of SACAP and may be guilty of an offence which may be dealt with in terms of the Disciplinary Code, policy and procedures.

11. REVIEW

11.1 Copies of this document shall be issued as controlled copies. No amendments, variations or alterations shall be of any effect, unless approved by the SACAP Council. This document shall be reviewed annually, or if required by changes in legislation at a date decided by the Council.

12. LEGISLATIVE FRAMEWORK

12.1 This document is governed by the following legislation:

- The Promotion of Access to Information Act (Act 2 of 2000)
- The Protected Disclosures Act (Act 26 of 2000).
- The Architectural Profession Act (Act 44 of 2000)