

## FORM 12A

### COMPLAINTS REPORT

#### (ECS, ECNS, BS)

This Form should be submitted in accordance with the End-User and Subscriber Service Charter Regulations and Code of Conduct ECS and ECNS Licensees and Code of Conduct for Broadcasters published in terms of sections 69(3) and 54(1) of the Act.

This Form should be submitted bi-annually in accordance with the Licensee's Financial Year.

1. Licence information

<b>Name of Licensee</b>	
<b>Licence/s held</b>	
<b>Registration or ID Number</b>	
<b>Date submitted</b>	
<b>Period under review</b>	

2. Licensees' Point of Contact for Complaints:

<b>Name</b>	
<b>Designation</b>	
<b>Phone</b>	
<b>Email</b>	
<b>Website</b>	

3. Complaints Report

3.1. Complaints Received and Resolved

Type* of Complaint	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Average Time For Resolution (per type)
Type 1							
Type 2							
Type 3							
Type 4							
Average Time For Resolution (per month)							

\*Specify service to which complaint relates.

3.2 Pending/ Escalated Complaints to the Authority or to an Industry Representative Body (IRB)

Reference number	Complainants and Licensee Details	Description of Complaint	Date of Receipt	Date of Response

4. Attach a copy of the complaints procedures published by your organisation and indicate on the cover page where they have been published (i.e. website, shops, etc).

5. I, ....., in my capacity as ..... hereby verify that the information provided is true and correct.

6. Signature

<b>Signature</b>			
<b>Designation</b>		<b>Date</b>	