

## SAPFED REGULATIONS

<b>PROCESSING OF A COMPLAINT - TIME-FRAME</b>		
<b>Sec</b>	<b>TASK</b>	<b>Days</b>
E1.3	The President and Vice-President shall within three (3) days scrutinise the complaint/allegation and if the matter warrants further investigation or attention the Vice-President shall be delegated to deal with the matter and give further attention.	3
E1.4	The Vice-President shall within three (3) days acknowledge receipt of the allegation in writing, if the complainant is known and the complainant shall be informed that the matter is receiving further attention	3
E1.5	The Vice-President shall within ten (10) days attempt to mediate between the complainant and the accused member with the aim of bringing the matter to a satisfactory conclusion without the Federation having to conduct a lengthy and time-consuming investigation.	10
E1.6	The Vice-President shall on the tenth (10 <sup>th</sup> ) days report to the President on what remedial actions have been taken to resolve the matter and what steps have been put into place to audit or verify that the matter is concluded to the satisfaction of the complainant and the Federation.	1
E1.8	The Vice-President shall within fourteen (14) days submit a final report to the President and the Board concerning the matter and if appropriate recommend remedial action, a quality control assessment of the polygraph procedures used by the accused member or a written warning from the President against the accused member, if a majority of the Board deem it appropriate.	14
E1.9	If the problem or issue in dispute cannot be resolved by mediation and an internal enquiry is unavoidable then the Vice-President will proceed to instruct the DES or another Director, if deemed appropriate, to institute an investigation within seven (7) days and to report back as required by the Internal Enquiry time-frames.	7
<b>See Attachment B: Internal Enquiry time-frames</b>		