

Appeals of verification decision

The Verified Entity has the opportunity to appeal the findings in their report. This can be done within five days of receiving the preliminary Verification Report. The appeal needs to be in writing, addressed to the Verifications Manager in charge, and will be resolved or addressed, as per the company policy on appeals, within 30 days of receipt.

Complaints

The Verified Entity has the opportunity to complain about any aspect of service delivery. This may be done at any stage during the verifications process, and the complaint needs to be in writing, addressed to the Manager, Client Services. Empowerdex will endeavor to resolve all complaints within a reasonable time as per the company policy on complaints, which is no later than within 30 days of receipt.