



PROCEDURE FOR DEALING WITH COMPLAINTS BY THE NATIONAL NUCLEAR REGULATOR OF SOUTH AFRICA

PURPOSE

The purpose of this document is to assist members of the public in bringing their complaints to the attention of the NNR. This document does not constitute a Regulation nor does it replace any Legislation in force.

PROCEDURE

A complaint is an expression of dissatisfaction, made in writing, about the standard of service, actions or lack of action by the National Nuclear Regulator(NNR) or its staff, affecting an individual stakeholder or group of stakeholders. This procedure applies to all complaints based on services provided by the NNR.

The following will not be registered as complaints:

- A request for service;
- A request for information;
- The lodgement of an appeal in accordance with legislation.

Responsibilities

The Communications and Stakeholder Relations Manager is responsible for the coordination of complaints, including the analysis of information. The Communications and Stakeholder Relations Office is responsible for overseeing the process of monitoring and reporting the progress of the complaint and any responses made. Managers are responsible for the investigation of complaints directly related to their areas of operation.

Process for complaint handling

Complaints should preferably be in writing, addressed to the Manager Communications and Stakeholder Relations and signed by the complainant, complete with address. Telephone and verbal complaints will be entered into the complaints system, but wherever possible, should be confirmed in writing. Anonymous complaints should also be recorded and assessed and action taken where necessary.

1. What types of complaints can a stakeholder lodge with NNR?

Any person can lodge a complaint to the NNR for the following;

- i. Any matter involving nuclear safety as conferred by the NNR Act.
- ii. Services rendered by the NNR.

2. When do I lodge a complaint with NNR?

- i. In terms for an authorised facility or action stakeholders must lodge their complaints firstly with the authorised facility before forwarding to the NNR. Should the complaint not be resolved with the authorised facility, then only may the complainant forward the complaint to the NNR.
- ii. For other matters falling within the regulatory mandate of the NNR, the complainant may lodge the complaint directly with the NNR.

3. What proof must I get to show that I have given the authorised facility an opportunity to resolve my case before approaching the NNR?

- i. Complainants must provide a Reference Number for the complaint they lodged with the respective facility and the outcome thereof.
- ii. Alternatively, complainants must note down the names of the person/s they dealt with and the dates when they lodged a complaint, as well as all other dates when they made enquiries or had discussions with the facility and the outcome thereof.

4. How do I send my complaint to the NNR?

- i. The complainant must send the complaint to the Communications and Stakeholder Relations Office either by post, fax, email, telephonically or by hand delivery to the NNR offices. Complainants who lodge a complaint via telephone will still be required to put their complaint in writing.
- ii. Contact information

Communications & Stakeholder Relations Office

Telephone: +27 12 674 7111 / Facsimile: +27 86 588 4450

Email: gmoonsamy@nnr.co.za

Postal address: PO Box 7106, Centurion, 0046

Physical address: 420 Witch Hazel Avenue, Highveld Ext 75, Eco Park, Centurion, 0157.

5. What will the Communications and Stakeholder Relations Office do after receiving my complaint?

- i. The Communications and Stakeholder Relations Office will acknowledge receipt of a complaint within seven working days.
- ii. The acknowledgement letter shall state the Reference Number for dealing with the complaint. The Communications and Stakeholder Relations Office will refer the complaint to the relevant internal department.

6. How long should I wait for the respondent to resolve my complaint?

- i. Depending on the nature of the complaint the NNR will respond on the status of the complaint resolution within 30 working days upon receipt of a complaint. The timeline for a final resolution of a complaint is subject to the

nature and complexity of the complaint, and therefore a commensurate timeline will be applicable.

- ii. The Communications and Stakeholder Relations Office will communicate the final outcome and/or decision in writing to the complainant.

7. What if I, the complainant, am not satisfied with the response from the NNR?

- i. If a party is not satisfied with the resolution of a matter pertaining to nuclear safety or other complaints relating to the services by the NNR, such party may exercise procedures as set out in the NNR Act.
- ii. The Communications and Stakeholder Relations Office will escalate the complaint to the CEO. The CEO will look into the merits of the matter and make a final decision on the matter.