

# DISPUTE RESOLUTION: COMPLAINTS MANAGEMENT PROCESS



- A complaint pertaining to CCMA Service / conduct of a CCMA Commissioner or CCMA Employee can be lodged, in writing, to the Information Services Unit through the following dedicated platforms:
- Complaints@ccma.org.za / CCMA Chatbot @ 060 224 2436 / CCMA Connect App
- **Complaints lodged on any other platform will not be considered**
- *\*Complaints must be lodged within 30 calendar days of the date on which the complaint arose*



Allegations of fraud, corruption, dishonesty, unethical behaviour, protected disclosures or any similar irregularities must be reported via the CCMA's BeHonest Fraud Hotline Toll-Free Number **0860 666 348** or by way of email to **ccma@behonest.co.za**



The CCMA will acknowledge receipt of the complaint and direct the complaint to the relevant Department / Unit / Province for investigation



The relevant Department / Unit / Province will investigate the complaint and provide an outcome to the Complainant, in writing via e-mail



Once the outcome has been communicated to the Complainant, such complaint will be regarded as closed



Complaints relating to Bargaining Councils or Private Agencies will be investigated and responded to by the respective Council and NOT the CCMA

## **IMPORTANT!!!**

The CCMA may decline to process complaints which are threatening, abusive and / or repeated complaints from the same person on the same issue