

## **How to Lodge a Complaint and Complaint Procedure-Recreation Aviation Administration of South Africa (RAASA)**

When lodging a complaint:

1. The complainant must have exhausted all internal remedies of a particular organisation, if:
  - The complaint is lodged against an organisation; or
  - The party complained of is a member of an organisation.

Note: RAASA may only be approached directly if a complaint is lodged against RAASA or there are no other remedies to be exhausted relating to the subject matter in question.

2. The complaint must be in writing and signed by the complainant or his/her legal representative.
3. The complaint submitted to RAASA must contain the following:
  - Name of complainant;
  - Name of the party complained of and subject matter of the complaint;
  - A brief description of the conduct or subject matter giving rise to the complaint;
  - Submission setting out, in detail, the complainant's cause for the complaint, how it arose, the parties involved, relevant dates and any other relevant information in chronological order; and
  - Provide contactable details for the complainant, i.e. postal address, fax number, telephone number or email address.
4. On receipt of the complaint, it is read and considered by Inspectorate of RAASA for further action.
5. The Inspectorate guides the processes and will determine whether a complaint warrants:
  - Investigation;
  - If parties involved in the matters further inputs are required;
  - If any other information or evidence is required from the complainant;
  - Alternative dispute resolution – the possibility and effect;
  - Refer complaint to the relevant authority or body such as Civil Aviation Authority (CAA), South African Police Services (SAPS); and
  - Further advise as to how a case should unfold.
6. The complainant will only be notified of the outcome of the complaint once the process has been finalised and the outcome of the complaint has been reached.
7. If the complainant is not satisfied with the outcome, the complainant may appeal the decision to the CEO of RAASA within 30 days of receipt of the outcome of the complaint.
  - The appeal must be done in writing and signed by the complainant or his/her legal representative.
  - State the reasons why the complainant is unsatisfied with the outcome of the decision and desired outcome.
8. The CEO will determine whether the appeal is warranted.
9. The complainant will be notified of the outcome of the appeal once the further processes has been finalised and the outcome of the appeal has been reached.
10. If the CEO of RAASA is unable to resolve the complaint or the complainant is not satisfied with the outcome of the CEO, the matter may be referred to the Civil Aviation Authority by the CEO or the complainant.