

Draft for public consultation - 28 October 2010

<ul style="list-style-type: none"> • an association acting in the interest of its members. <div style="text-align: right;"><input type="checkbox"/></div>	
(Tick the appropriate box)	
Full names of complainant	
ID/Registration Number of complainant	
If acting on behalf of other person, group or association, please provide details	
Postal Address	
Physical Address	
Cell phone number	
Landline number	
Fax number	
E-mail address	
When is the best time to contact you, should this be necessary?	
Has the complainant previously filed a complaint with the NCT?	
If so, please provide the reference number	
Nature of complaint	

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Provision of Consumer Protection Act or regulations promulgated under it or Code contravened (if known)	
Name of company or person against whom complaint is made	
Address of company or person against whom complaint is made	
Short description of complaint	
List of certified copies of documents relevant to complaint attached to this form	
What outcome do you propose for this complaint?	
I confirm that I want the National Consumer Tribunal to consider my referral	
<p>I understand that –</p> <ul style="list-style-type: none"> • the National Consumer Tribunal will handle my complaint according to the requirements of the Consumer Protection Act, 2008; • Confidential information may be considered by the National Consumer Tribunal in the 	

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process of handling my referral; and • The National Consumer Tribunal may need to communicate with other organisations in respect of my referral and may need to exchange information in this regard.	
Should the National Consumer Tribunal require me to issue a statement under oath in respect of information contained in this form, I will do so.	
Place	
Signature	
Office use only	
Reference number	

Annexure D - Regulation 43

National Consumer Commission	
Form - Complaint - section 71(1)	
Full names of complainant	
ID/Registration number of complainant	
Postal Address	
Physical Address	
Cell phone number	
Landline number	
Fax number	
E-mail address	
When is the best time to contact you, should this be necessary?	

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Has the complainant previously filed a complaint with the NCC?	
If so, please provide the reference number	
Nature of complaint	
Provision of Consumer Protection Act or regulations promulgated under it or Code contravened (if known)	
Name of company or person against whom complaint is made	
Address of company or person against whom complaint is made	
Short description of complaint	
Details of steps taken to resolve the complaint	

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List of certified copies of documents relevant to complaint attached to this form	
What outcome do you propose for this complaint?	
Date	
Place	
Signature	
Office use only	
Reference number	

Annexure E - Regulation 44

National Consumer Commission	
Form - section 72(1)(a)	
Notice of non-referral	
Reference Number	
Date	
Name of complainant	
ID/Registration Number	
Postal Address	
Fax number	
E-mail	

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address	
<p>Dear</p> <p>Complaint:</p> <p>Date:</p> <p>I regret to inform you that the Commission is unable to investigate the matter referred to in your complaint, as the complaint -</p>	
	appears to be frivolous or vexatious.
	does not allege any facts which, if true, would constitute grounds for a remedy under the Consumer Protection Act, 2008.
	<p>is prevented, in terms of section 116 of the Consumer Protection Act, 2008, from being referred to the National Consumer Tribunal, because more than three years have passed since—</p> <p>(a) the act or omission that is the cause of the complaint; or</p> <p>(b) in the case of a course of conduct or continuing practice, the date that the conduct or practice ceased.</p>
<p>Yours faithfully</p> <p>Commissioner/Deputy Commissioner</p>	

Annexure F - Regulation 45

National Consumer Commission	
Form - section 73(1)(a)	
Notice of non-referral	
Reference Number	
Date	

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Name of complainant	
ID/Registration Number	
Postal Address	
Fax number	
E-mail address	
<p>Dear</p> <p>Complaint:</p> <p>Date:</p> <p>I regret to inform you that the Commission is unable to refer the matter referred to in your complaint.</p> <p>Yours faithfully</p> <p>Commissioner/Deputy Commissioner</p>	

Annexure G - Regulation 46

Application to the National Consumer Tribunal	
Form - section 73(3)	
NCC Reference	

[illegible]

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Yours faithfully <hr/>

Annexure H - Regulation 47

National Consumer Tribunal	
Form - section 75(2)	
Application for referral of matter to National Consumer Tribunal	
NCC reference number	
Full names of respondent	
ID number of respondent	
Postal Address	
Physical Address	
Cell phone number	
Landline number	
Fax number	
E-mail address	
When is the best time to contact you, should this be necessary?	
Reasons for request to refer the matter to the Tribunal	

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	Date
Place	
Signature	
Office use only	
Reference number	
Consumer court response	
Complainant response	

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Decision	
Date	
Signature	
Notice to Consumer Court	
Notice to respondent	
Notice to complainant	
Notice to National Consumer Commission	
Remarks:	

Annexure I - Regulation 48

National Consumer Tribunal	
Form - section 75(3)	
Referral of matter to National Consumer Tribunal	
Full names of complainant	