

## DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION

NO. 7980

2 October 2026



## NATIONAL CONSUMER COMMISSION

I, **Hardin Ratshisusu**, in my capacity as the Acting Commissioner of the National Consumer Commission (NCC), hereby, in terms of Regulation 38(5) of the Consumer Protection Act, 68 of 2008 (CPA), publish the application by the South African Franchisee Representative Organisation, also known as "SAFREP" as a Consumer Protection Group in terms of Section 78 of the CPA for public comment.

On 3 September 2025, the NCC received an application from SAFREP for accreditation as a Consumer Protection Group. Following a preliminary assessment conducted, the NCC required further clarity from SAFREP regarding its scope of work and the number of complaints it had received in the franchise industry.

Further engagements were held with SAFREP during 2026, and SAFREP clarified its position as follows: Section 5(6) and (7) of the CPA explicitly apply to franchise agreements, irrespective of the annual turnover of the juristic person. The application of the CPA to franchisees is therefore beyond question. SAFREP furthermore confirmed that it will spearhead the bulk of complaints received and only engage the NCC when matters fall beyond its constitutional mandate. This positions SAFREP as a primary point of contact for franchisee complaints, facilitating the identification and escalation of systemic non-compliance within the franchise industry.

SAFREP acknowledges and agrees to the post-accreditation obligations, notably: submitting quarterly progress reports to the NCC; operating under the basic principles of the CPA, including not charging fees beyond out-of-pocket expenses; prioritizing the interest of consumers; keeping records of all activities carried within the scope of accreditation; and being subject to monitoring and evaluation.

The NCC hereby calls upon any interested person to submit written comments regarding the application, which can be accessed on the following link: <https://thencc.org.za/consumer-groups/> within forty-five (45) days from the date of publication of this notice:

- a) Delivering such comments by hand at the following address:  
National Consumer Commission  
01 Dr Lategan Road, Groenkloof, Pretoria.
- b) Mailing such comments electronically to the following email address, jointly:  
[J.Mbeje@thencc.org.za](mailto:J.Mbeje@thencc.org.za) and [T.Kutumela@thencc.org.za](mailto:T.Kutumela@thencc.org.za)

Comments must be directed to the Divisional Head for Enforcement and Legal Services and marked for attention of Mr Jabulani Mbeje.

**Mr Hardin Ratshisusu**  
**Acting Commissioner**  
**National Consumer Commission**  
Date: 21 / September 2026