



THE GIFTED CONSULTANTS

Complaints & Dispute Resolution Policy

APSO Code of Ethics Compliant · POPIA Section 23 · GDPR Article 77

Effective Date: June 2026 | Version 1.0

Our Commitment The Gifted Consultants (Pty) Ltd is committed to providing professional, ethical, and transparent recruitment services. We take all complaints seriously and are dedicated to resolving concerns promptly and fairly. This policy sets out how complaints are raised, investigated, and resolved, and how unresolved disputes are escalated to appropriate external bodies.

1. Scope

This policy applies to complaints from:

- Job-seeking candidates regarding our recruitment process, communication, data handling, or conduct
- Employers and client companies regarding service delivery, placements, or contractual matters
- South African domestic candidates and clients regarding our local recruitment services
- Any person whose personal information we process regarding POPIA or GDPR data rights

This policy applies to all staff, directors, and contractors of The Gifted Consultants (Pty) Ltd. We operate in accordance with the APSO Code of Ethics and commit to resolving all complaints in a manner consistent with those standards.

2. What Constitutes a Complaint

A complaint is any expression of dissatisfaction, concern, or grievance regarding:

- The conduct or communication of TGC staff or contractors during recruitment processes
- The accuracy, completeness, or timeliness of information provided to candidates or employers
- Alleged breach of confidentiality or misuse of personal information
- Failure to respond to or act upon a data rights request under POPIA or GDPR
- Alleged misrepresentation of job opportunities, conditions, salary, or accommodation
- Unfair treatment, discrimination, or conduct inconsistent with the APSO Code of Ethics



- Non-compliance with the terms of a service agreement or placement arrangement
- Any other matter where a candidate, employer, or data subject believes TGC has acted improperly

3. How to Submit a Complaint

Complaints may be submitted through any of the following channels:

Email (preferred)	info@thegiftedconsultants.com
Subject line	Formal Complaint - [Your Name] - [Brief Description]
Postal address	The Information Officer, The Gifted Consultants (Pty) Ltd, Pharos House, 70 Buckingham Terrace, Westville, KwaZulu-Natal, 3629
Telephone	+27 87 265 6714 (during business hours)

To help us investigate your complaint promptly, please include the following information:

- Your full name and contact details
- A clear description of the complaint and the events that gave rise to it
- The date(s) on which the events occurred
- The name of any TGC staff member or contractor involved, if known
- What outcome or resolution you are seeking
- Any supporting documents, screenshots, or correspondence relevant to the complaint

4. Complaints Handling Process

All complaints are handled in accordance with the following five-stage process:

Stage	Action	Responsible	Timeframe
1. Acknowledgement	Complaint received and logged. Written acknowledgement sent with a reference number.	Information Officer	Within 2 business days
2. Assessment	Complaint reviewed to determine nature and investigation path. Further information requested if needed.	Information Officer	Within 5 business days
3. Investigation	Full investigation conducted. Relevant staff contacted. Documents and records reviewed. Findings recorded.	Information Officer	Within 14 business days



4. Resolution	Outcome communicated in writing, including findings, corrective action taken, and any remedy offered.	Director	Within 21 business days
5. Escalation	If complainant is unsatisfied, complaint escalated to APSO or relevant external authority. See Section 5.	Director	Within 5 business days of escalation request

Extension: For complex complaints, the investigation period may be extended by a further 14 business days. The complainant will be notified in writing with reasons if an extension is required.

5. Escalation and External Bodies

If you are not satisfied with the outcome of our internal complaints process, you have the right to escalate to an appropriate external body:

5.1 APSO - Professional Conduct Complaints

For complaints relating to professional conduct, ethical standards, or recruitment practice by TGC as an APSO member:

Organisation	APSO (Association of Personnel Service Organisations)
Website	www.apso.org.za
Email	info@apso.org.za
Tel	+27 11 616 9809

5.2 Information Regulator - POPIA Data Complaints (South Africa)

For complaints relating to the processing of your personal information under POPIA:

Organisation	Information Regulator (South Africa)
Website	www.justice.gov.za/inforeg
Email	inforeg@justice.gov.za
Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Tel	+27 10 023 5207

5.3 ICO - UK Data Complaints

For complaints relating to the processing of personal data of UK-based candidates:

Organisation	Information Commissioner's Office (ICO)
Website	www.ico.org.uk



Tel	0303 123 1113
Address	Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

5.4 EU Supervisory Authorities - GDPR Data Complaints

For complaints relating to the processing of personal data of EU/EEA candidates, you may contact the supervisory authority in your EU member state, or:

Lithuania (Hire Abroad jurisdiction)	State Data Protection Inspectorate - www.vdai.lrv.lt
Netherlands	Autoriteit Persoonsgegevens - www.autoriteitpersoonsgegevens.nl
All other EU member states	Your national data protection authority

5.5 Department of Employment and Labour - SA Recruitment

For complaints relating to TGC's conduct as a registered Private Employment Agency:

Organisation	Department of Employment and Labour
Website	www.labour.gov.za
Tel	0800 030 007 (toll-free)

6. Confidentiality

All complaints are treated with strict confidentiality. Information about a complaint will only be disclosed to those who need to know in order to investigate and resolve it. Complainants will not be disadvantaged, penalised, or treated less favourably for having raised a complaint in good faith.

We will not share the identity of a complainant with any third party including employers or Hire Abroad without the complainant's explicit consent, except where required by law.

7. Record Keeping

All complaints and their outcomes are recorded in our internal complaints register. Records are retained for a minimum of three years from the date of resolution. The complaints register is reviewed annually by the Director to identify patterns, recurring issues, and areas for service improvement.

Complaints records are treated as confidential internal documents and are made available to APSO, the Information Regulator, or other competent authorities upon lawful request.



8. Vexatious or Frivolous Complaints

We treat all complaints as genuine unless there is clear evidence to the contrary. Where a complaint is found to be manifestly frivolous, vexatious, or made in bad faith, we reserve the right to decline to investigate or to close the complaint. We will notify the complainant in writing if we take this decision and provide reasons.

9. Policy Review

This policy is reviewed annually or when there is a material change to our operations, APSO requirements, or applicable legislation. The current version is always available at www.thegiftedconsultants.com/complaints-policy. A copy may also be requested by emailing info@thegiftedconsultants.com.

10. Contact

All complaints and enquiries regarding this policy should be directed to:

Information Officer	Sinikiwe Zondi, Director
Company	The Gifted Consultants (Pty) Ltd
Email	info@thegiftedconsultants.com
Telephone	+27 87 265 6714
Address	Pharos House, 70 Buckingham Terrace, Westville, KwaZulu-Natal, 3629
APSO Member	Yes - www.apso.org.za
PEA Registered	Yes - Department of Employment and Labour