Tshiamiso TRUST

Inkqubo Yokuhlolwa Kwesicelo

INYATHELO 1

UKUFAKA ISICELO SOKUPHONONONGA

Umntu ofake ibango angakhaba okanye aphikise iziphumo esebenzisa ezi ndlela:

- Iziko leminxeba
  a. Xa eseMzantsi Afrika 080 1000 240
  b. Xa ungekho seMzantsi Afrika 00 27 10 500 6186
- Nakweyiphi na iofisi yokufaka amabango
- I-imeyili disputes@tshiamisotrust.com

OKUBALULEKILEYO:

Umntu ofake ibango ufanele afake isicelo sokuhlola isigqibo kwiintsuku ezi-30 emva kokuba iTrust isikhuphile.

Umntu unokwenza isicelo esinye kuphela sokuhlola ezi ziphumo.

INYATHELO 2

UVAVANYO NGESICELO SOKUHLOLA

I-trust iya kusivavanya isicelo sokuphononongwa kweziphumo ize isinike:

- Ugunyazizo lwehlolo kwezonyango (isebenza ukuhlola isicelo-phononongo olunxulumene neziphumo zonyango)
  okanye
- Igunya lokuhlola iziqinisekiso (The Certification Reviewing Authority) isebenza ku zaziso zokungafaneleki ezikhutshwe ngamagosa ongeniso kunye nezaziso zokungafaneleki okanye iziqinisekiso ezikhutshiweyo yikomiti yesiqinisekiso yeTust).

OKUBALULEKILEYO:

Xa kufuneka inkcazelo eyongezelelekileyo, iTrust iza kuqhakamshelana nomntu ofake ibango.

INYATHELO 3

UKUHLOLA ISICELO

Igunya Lokuhlola elifanelekayo liza kuhlola ibango ngokwesicelo sokuphikisa esifakiweyo lize libe nento eliyifumanisayo.

Igunya lokuhlala liza kuba neengcali ezizimeleyo ebezingabandakanyekanga ekufikeleleni kwisiphumo sokuqala sebango.

OKUBALULEKILEYO:

I-Trust ikwinkqubo yokumisela igunya lokuhlola eliza kuqala imisebenzi yalo kungekudala.

Zonke izicelo ezifanelekileyo zokuhlola iziphumo ezifakwe ngaphambi kokuba igunya lokuhlala liqalise ziza kuhoywa xa lidibene.

INYATHELO 4

UKUXELWA KWEZIPHUMO ZOKUHLOLWA KWESICELO

Xa sigqityiwe ukuhlolwa isicelo, umntu obefake ibango uza kufumana iSMS, imxelela ngeziphumo zokuhlolwa kwesicelo. I-SMS iza kuba nelinki emsa kwisaziso, ibe sinokuprintwa nakweyiphi na iofisi yakwaTEBA.

Iziphumo ekusenokufikelelwa kuzo emva kokuhlolwa kwesicelo zezi:

- Into ebufunyaniswe ekuqaleni iqinisekisiwe uba ayitshintshwa
- Into ebufunyaniswe ekuqaleni iyatshintshwa yonke okanye inxalenye yayo

Ukuba iziphumo zokuhlolwa kwesicelo ziphumela ekutshintshweni kwento ebufunyanisiwe kuqala, umntu obefake ibango uza kuxelelwa ngeSMS. I-SMS iza kuba nelinki emsa kwisaziso, ibe sinokuprintwa nakweyiphi na iofisi yakwaTEBA. Iinkcukacha zamanyathelo alandelayo nazo ziza kuba kwesi saziso.

OKUBALULEKILEYO:

Umntu obefake ibango uza kufumana isaziso esimxelela ngeziphumo zokuhlolwa kwesicelo.

Isigqibo segunya lokuhlola sesokugqibela ibe asinakuphikiswa ngokubhekele phaya.