

Ref Number _____ (for Office Use Only)

Date Registered _____ (for Office Use Only)



Alternate Dispute Resolution Form

TERMS OF REFERENCE: (Please read first)

The RMI follows an Alternate Dispute Resolution (ADR) process and attempts to reach amicable mediated resolution to disputes in a manner that is cost effective for both parties concerned.

What is Mediation? - Intervention between conflicting parties to promote reconciliation, settlement or compromise.

The ADR process is non-legal and therefore no legal representation is allowed.

Please note Mediation is done without Prejudice.

For these services, the RMI charges a **once off non-refundable administration** fee of **R402.50 (incl. vat.)**.

If during the process a **technical inspection/report** is required, the costs of these services will be for the Complainant's account.

Please take note of the following:

- All documents must be completed in black ink
- Please initial all pages.
- Be concise in Sections C and D.
- Include **copies** of all supporting documents such as contracts, invoices, statements and receipts.
- Provide as much detail as possible.
- Banking Details: **RMI, Standard Bank Randburg, Branch Code 0180050, Acc No 021670013**
- E-mail proof of payment together with the completed forms and supporting documents to **consumercomplaints@rmi.org.za**.
- *Please be advised your Complaint will be investigated within 10 working days from receipt of all documents, Subject to the following exceptions/exclusions: Metallurgic Reports, Oil Test Reports, any other Technical Reports and over Dec/Jan period.*
- This office will deal with complaints on a **"first come, first serve"** basis and your complaint will enter a queuing system with a ref. number.
- Please take note that we cannot assist with a complaint **older than 6 months from date of repairs or / sale unless, otherwise agreed to by the consumer affairs department.**
- The RMI will **NOT** entertain the resolution of a dispute where any legal action has been instituted by either party.
- The following parties should have been approached before officially lodging your complaint with the RMI, Service Provider i.e.
 - Dealer (Highest authority) / Workshop (Manager) / Owner
 - Manufacturer / Importer
- *All further communication will be dealt directly with the consumer affairs department, with a Reference Number to your case.*

DECLARATION: (Please Sign)

- *I hereby declare that this Complaint is not subject to any legal action at the time of completing these forms. (These include SA Courts legal litigation, small claims court, MIOSA or any other legal litigation.)*

Please sign here

A. Complainant Details

Name

Contact address

Telephone (Work)

Telephone (Home)

E-Mail

Cell

Fax

Please sign here

B. Details of the Dealer

RMI Member	Yes/No
Company/Dealer Name	_____
Physical address	_____

Telephone number	()
Email Address:	_____
OWNER / MANAGER	_____

C. Did you discuss the concerns with senior management of the business before referring to this office?

If yes, why have you referred this complaint to the RMI?

D. Details of Complaint

<i>Please sign here</i>	
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E. Please let us know what you believe would be an equitable resolution to the problem.

F. Who referred you to the RMI

Yes

No

G. Have you approached the MIOSA regarding this matter,

If so, please provide case number: _____

H. Particulars of the vehicle

Make

Year model

Engine number

Chassis/VIN Number

Registration number

Current kilometres

Kilometres since last repair

Date of last service/repair

Please produce the service book to substantiate

Is the vehicle under warranty?

Is this vehicle used for business or private use?

Number of drivers using the vehicle

Where is the vehicle used: (On tarred roads or dirt roads?)

NB.

- The RMI prefers that all contact be in writing for everyone's protection. This is also to ensure the RMI'S impartiality.
- **No unsigned or half-filled in forms will be entertained.**

Declaration:

- I hereby declare that all information supplied by me is correct and true.
- I hereby declare and confirm that I have read this complaint form carefully, and understand its contents.

Complainant Name:

Complainant Signature:

Date:
