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PRODUCER COMPLAINT FORM

Kindly take note of the following -

The Agricultural Produce Agents Council (APAC) has been established as a legal entity in terms of Section 2 of the Agricultural Produce Agents Act, 12 of 1992 (as amended) ('the Act'). The main purpose of APAC is to regulate the occupation of fresh produce, export and livestock agents and in doing so, APAC formulates policy and has established rules and codes of conduct in respect of the aforementioned agents. The occupation of fresh produce agents is regulated by APAC by, amongst other, ensuring that fresh produce agents comply with the provisions of the Act, the codes of conduct and the rules promulgated in terms of the Act.

Principals may lodge a complaint against an agency / agent who is registered with APAC if they feel that an agent is guilty of improper conduct. At the outset, it is important to understand that the Council investigates alleged improper conduct on the part of the Registered Agent and, if necessary, implements disciplinary action against such agent. The Council is not in a position to assist with the recovery of monies - it is neither a Court nor an alternative to the normal debt collection procedures.

The purpose of this complaint form is to provide APAC with sufficient information to enable a matter to be properly investigated for purposes of establishing whether an agent has made himself guilty of improper conduct. Upon completion of the investigations and where APAC is of the opinion that the agent in respect of whom a complaint has been brought has made himself guilty of improper conduct, the matter will be referred to the Disciplinary Tribunal and charges will be brought against the agent concerned.

While every effort is made to obtain a fast turnaround time with complaints, it is important to understand that the process of an investigation is not a rapid one. By its very nature, an investigation must take time if it is to be performed thoroughly and correctly.

PRINCIPAL INFORMATION:

Registered Name:			
Trade Name:			
Freshmark / Market Supplier Name:		Freshmark / Market code:	

Domicilium:

Name & Surname:	
Telephone number:	
Cell number:	
Fax number:	

E-mail:	
Postal address:	
Physical address:	
City:	
Province:	
Date:	

PART B

Note: please provide to APAC proof of delivery and all the supporting documents relevant to this complaint (e.g. account sales, proof of communication)

Type of produce delivered:	
Class of produce:	
Packaging details (carton etc.):	
Date produce was send to agent:	
Name of Agency:	
Name of sales person:	

DETAILS OF COMPLAINT

Signature of Complainant

Date:

(Please note – this form is invalid without a signature of the complainant)