

# **SOUTH AFRICAN LIBRARY FOR THE BLIND (SALB)**

## **ACCESS TO INFORMATION MANUAL**

**PREPARED IN ACCORDANCE WITH SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT 2/2000**

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## **A. PREAMBLE**

This manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (The Act).

The purpose of the Act, as defined therein is: “to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.”

Furthermore, it endeavours to “foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information”; and to “actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights.”

## **B. INTRODUCTION TO THE SOUTH AFRICAN LIBRARY FOR THE BLIND**

### **1. Mandate**

The South African Library for the Blind’s mandate is subject to and in accordance with the South African Constitution and the South Africa Library for the Blind Act 91 of 1998. It is legally committed to the values upon which the democratic South African state is founded and in particular to those of equality, human dignity, the advancement of human rights and freedoms, non-racialism, non-sexism, accountability and democracy. In addition, it strives to make a contribution to Africa by being an available resource of advice and expertise.

In support of the above, the South African Library for Blind Act 91 of 1998 mandates the Library to:

- produce documents in special mediums such as braille and audio formats for use by its readers;
- develop standards for the production of such documents;
- research production methods and technology in the appropriate fields; and
- acquire and disseminate the technology required by people with print disabilities to read.

This mandate commits the Library to:

- maintain the quality of its library and book production services through appropriate resources,
- expand its products and services to the print-handicapped,
- expand its collection of reading material and provide access to it,
- sustain sensitivity for the reading needs of its constituency,
- research applicable technology and braille codes for potential application,
- develop and preserve its human resource skills base,
- maintain and develop good relations with its readers, suppliers, funders, the State and publishers, and
- expand its marketing and fundraising program.

The library serves a very particular constituency and in this regard

- it is socially committed to strive, by its own efforts and in co-operation with others, for the removal, as far as possible, of access barriers to information; and
- to provide a quality service to meet, as fully as practicable, the information needs of all South Africans who are blind or print-handicapped.

## **2. Mission**

The Library provides a national and international library and information service to the print-handicapped, free of charge as far as is reasonably possible, by producing reading material in alternative formats.

## **3. Vision**

The Library contributes to the quality of life of print-handicapped people encouraging independence through access to information, informed decision-making and taking pleasure in the enjoyment of recreational reading.

## **C. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**

### **1. CONTACT DETAILS [Section 51(1)(a)]**

|   |  |
|---|--|
| <b>Name of Organisation</b>                           | <b>South African Library for the Blind</b>                         |
| <b>Also known as</b>                                  | <b>SALB</b>  |
| <b>Head of Organisation<br/>(Information Officer)</b> | <b>Mr Francois Hendrikz</b>  |
| <b>Job Title</b>                                      | <b>The Director</b>  |
| <b>Street Address</b>                                 | <b>112 B High Street<br/>GRAHAMSTOWN<br/>South Africa<br/>6139</b> |
| <b>Postal Address</b>                                 | <b>PO Box 115<br/>GRAHAMSTOWN<br/>South Africa<br/>6140</b>        |
| <b>Telephone No</b>                                   | <b>+27 46 622 7226</b>   |
| <b>Fax No</b>   | <b>+27 46 622 4645</b>   |
| <b>Website</b>  | <b><a href="http://www.salb.org.za">www.salb.org.za</a></b>        |
| <b>Email address</b>                                  | <b><a href="mailto:admin@salb.org.za">admin@salb.org.za</a></b>    |

## **2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT [SECTION 51(1)(B)]**

The guide on how to use the Promotion of Access to Information Act, 2000, is available from the South African Human Rights Commission.

Any queries regarding this guide should be directed to:

Postal Address:

The South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department  
Private Bag 2700  
Houghton  
2041

Physical Address:

PAIA Unit  
The Research and Documentation Department  
29 Princess of Wales Terrace  
Parktown  
Johannesburg

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail : [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## **3. RECORDS AVAILABLE WITHOUT HAVING TO REQUEST ACCESS IN TERMS OF THIS ACT [SECTION 51(1)(C)]**

- a) The South African Library for the Blind Act 91 of 1998;
- b) The Regulations to the South African Library for the Blind Act ;
- c) SALB Annual Report;
- d) SALB Strategic Plan;
- e) Makwenzeke Newsletter;
- f) Promotional material and literature;
- g) The SALB catalogue of books available in alternative formats (members only);

## **4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION [SECTION 51(1)(D)]**

The following records are either kept at, or could be obtained through the SALB:

- a) The Public Finance Management Act 1 of 1999;
- b) The Treasury Regulations, issued in terms of the PFMA;

- c) The Supply Chain Management Framework;
- d) The Broad Based Black Economic Empowerment Act, 2003;
- e) The Preferential Procurement Policy Framework Act;
- f) The Basic Conditions of Employment Act;
- g) The Labour Relations Act;
- h) The Employment Equity Act;
- i) The Skills Development Act;
- j) The Skills Development Levies Act;
- k) The Occupational Health and Safety Act;
- l) The Constitution of South Africa;
- m) The Copyright Act;

## **5. THE (a) LIST OF THE RECORDS AND (b) MEANS OF ACCESS TO THE RECORDS HELD BY THE ORGANISATION [SECTION 51(1)(E)]**

### **a) List of records (Request for access to be completed)**

- (1) Accounting records
  - i. Remittance registers, receipt books, bank deposit books or any debtor or income related source documents;
  - ii. Quotations, invoices, order forms, tender documents, payment vouchers, proof of payments, or any other creditor or supplier related documents;
  - iii. General ledgers, journals, trial balance or accounting related source document, other than those contained in the SALB Annual Reports.
- (2) Fixed Property and Assets
  - i. Records or information regarding the fixed property or fixed assets of SALB.
- (3) Information Technology
  - i. Audits;
  - ii. Licenses;
  - iii. Operating Systems;
  - iv. Software Packages
- (4) Insurance
  - i. Details of Insurers;
  - ii. Details of insurance limits;
  - iii. Details of insurance coverages.
- (5) Personnel Records
  - i. Employment Contracts;
  - ii. Job descriptions or profiles;
  - iii. Documents from personnel files;
  - iv. Personal details pertaining to any staff member;
  - v. Payroll records;
  - vi. Statistical information;
  - vii. IRP5, IT3 or any tax related information of any employee or ex-employee.
- (6) Human Resource Policies
  - i. Conditions of Service;
  - ii. HR Procedure manuals;
  - iii. Disciplinary code;

- iv. Grievance procedure document;
  - v. Any HR policy related information.
- (7) Pension and Retirement Funding Records
- i. Pension Fund rules;
  - ii. Pension Fund annual accounts;
  - iii. Individual pension value statements.
- (8) Procedure Manuals
- i. Sectional or Departmental procedure manuals
- (9) Board meeting minutes
- i. Copies of board meeting minutes;
  - ii. Extracts from board minutes.
- (10) Membership records
- i. Membership application forms, address particulars or any personal information pertaining to any of our members.
- (11) SALB catalogue of books available in alternative formats (applicable to non-members)
- (12) General records
- i. Tax returns or related documentation;
  - ii. Pay grades, scales or personal salary related information;
  - iii. Medical aid information;
  - iv. Internal policy and other formal documents.

**b) Means of Access (Section 53 of the Act)**

- (1) A request for access to a record or information from the SALB must be submitted on the prescribed application form (Attachment 1);
- (2) The completed and signed application form should be addressed to the Director of the SALB and submitted to any of the contact addresses (physical, postal or email) or the fax number of the SALB, provided under the Contact Information section of this manual;
- (3) The requester should provide sufficient information on the application form about:
  - i. Him-/herself in order for the Director of SALB to identify the requester;
  - ii. The record(s) or information required in order for the Director of SALB to identify the record(s) or information required;
  - iii. The form of access which is required;
  - iv. The contact details (fax number or postal address) of the requester within the Republic.
- (4) The requester should also identify the right which he/she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right;
- (5) If the requester wishes to be informed of the decision on his/her request in any other manner, other than a written reply, he/she needs to state that manner and the necessary particulars in order to be so informed;
- (6) If the request is made on behalf of a person, proof of the capacity in which the requester is making the request should be submitted to the reasonable satisfaction of the head of the organisation [section 53(2)(f)].

## 6. OTHER INFORMATION AS MAY BE PRESCRIBED [SECTION 51(1)(F)]

### a) Fees in respect of a request for information

- (1) The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
- (2) The fees for reproduction referred to in regulation 11(1) are as follows: R
- |      |  |       |
|------|--|-------|
| i.   | For every photocopy of an A4-size page or part thereof   | 1,10  |
| ii.  | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0,75  |
| iii. | For a copy in a computer-readable form on -  |       |
|      | (a) stiffer disc   | 7,50  |
|      | (b) compact disc   | 70,00 |
| iv.  | For a transcription of visual images,  |       |
|      | (a) for an A4-size page or part thereof  | 40,00 |
|      | (b) For a copy of visual images  | 60,00 |
- (3) The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is 50,00
- (4) The access fees payable by a requester referred to in regulation 11(3) are as follows: R
- |      |   |       |
|------|---|-------|
| i.   | (a) For every photocopy of an A4-size page or part thereof  | 1,10  |
|      | (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form                            | 0,75  |
|      | (c) For a copy in a computer-readable form on:  |       |
|      | (1) stiffer disc  | 7,50  |
|      | (2) compact disc  | 70,00 |
|      | (d) (1) For a transcription of visual images, for an A4-size page or part thereof   | 40,00 |
|      | (2) For a copy of visual images   | 60,00 |
|      | (e) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation. |       |
| ii.  | For purposes of section 54(2) of the Act, the following applies:  |       |
|      | (a) Six hours as the hours to be exceeded before a deposit is payable; and  |       |
|      | (b) one third of the access fee is payable as a deposit by the requester.   |       |
| iii. | The actual postage is payable when a copy of a record must be posted to a requester.  |       |

### b) Decision on request and notice thereof [section 56]



- (1) In terms of the provisions in section 56 of the PAIA Act, the Director of SALB should within 30 days of receiving the request for information:
  - i. decide in accordance with the above Act whether or not to grant the request; and
  - ii. notify the requester of the decision. If the requester stated, as contemplated in section 53 (2) (e) of the said act, that he or she wishes to be informed of the decision in any other manner, he/she should be informed in that manner if it is reasonably possible.
- (2) In terms of section 57 of the PAIA Act, the Director may extend the period in which to respond to any requests with a further 30 days if:
  - i. the request is for, or requires a search through a large number of records;
  - ii. the request requires the search for records that are not kept in the same town/city as the SALB;
  - iii. consultation among divisions of the SALB or with another private body is necessary in order to comply with the request;
  - iv. more than 1 of the circumstances mentioned above exist; or
  - v. the requester consents in writing to an extension.

**c) Grounds for refusal for access to records [sections 33 – 46]**

- (1) Sections 33 to 46 of the Promotion of Access to Information Act deals with the grounds on which access to records must or may be refused;
- (2) Apart from the above mentioned reasons for refusal, access will also be denied or withheld until such time as the appropriate requirements, stipulated in this manual have been met. These requirements include the submission of requests on the prescribed form (Annexure A) and the payment of the relevant fees, if and when applicable.

**d) Appeals against decisions**

- (1) A requester or a third party acting on his/her behalf may lodge an internal appeal against the decision of the Director to refuse a request for access. Such appeal:
  - i. must be lodged within 60 days of becoming aware that the request for information was declined;
  - ii. must be submitted on the prescribed form (Annexure 2)
  - iii. must be submitted to the Director at any of the contact particulars mentioned in section C. 1. above, who will table it for discussion at the next board meeting.
- (2) If a requester is not satisfied with the response received to his/her appeal against the reasons for the refusal for access to a record, he/she may at his/her own cost apply to a court for a ruling on the matter. The decision of the court remains final.

**7. AVAILABILITY OF THE MANUAL [SECTION 51(3)]**

a) This manual is available:

- (1) from the Human Rights Commission, in accordance with paragraph 9(1) of the Regulations of the Promotion of Access to Information Act;

- (2) from the SALB website
- (3) on request from the Director at SALB.

([www.salb.org.za](http://www.salb.org.za));

Signed at GRAHAMSTOWN on this 28<sup>th</sup> day of May 2011.



FRANCOIS HENDRIKZ  
Director

**ANNEXURE 1**



**REQUEST FOR ACCESS TO A RECORD OF SOUTH AFRICAN LIBRARY FOR THE BLIND**

(Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000))

**[Regulation 10]**

**A. Particulars of organisation**

The Director: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. Particulars of person requesting access to the record**

- (a) The particulars of the person who requests access to the record must be given below.*  
*(b) The address and/or fax number in the Republic to which the information is to be sent must be given.*  
*(c) Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person:

\_\_\_\_\_

**C. Particulars of person on whose behalf the request is made**

*This section must be completed ONLY if a request for information is made on behalf of another person.*

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**D. Particulars of record**

*(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*

*(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

**1. Description of record or relevant part of the record:** \_\_\_\_\_

**2. Reference number, if available:** \_\_\_\_\_

**3. Any further particulars of record:** \_\_\_\_\_

**E. Fees**

*(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*

*(b) A quotation, based on your request, will be supplied. This quotation needs to be accepted prior to the supply of the record.*

*(c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*

*(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees: \_\_\_\_\_

**F. Form of access to record**

*If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.*

Disability:

Form in which record is required:

*Mark the appropriate box with an X.*

**NOTES:**

*(a) Compliance with your request in the specified form may depend on the form in which the record is available.*

*(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.*

*(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.*

**1. If the record is in written or printed form:**

|                          |                 |                          |                      |
|--------------------------|-----------------|--------------------------|----------------------|
| <input type="checkbox"/> | Copy of record* | <input type="checkbox"/> | Inspection of record |
|--------------------------|-----------------|--------------------------|----------------------|

**2. If record consists of visual images**

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

|                          |                 |                          |                      |                          |                              |
|--------------------------|-----------------|--------------------------|----------------------|--------------------------|------------------------------|
| <input type="checkbox"/> | View the images | <input type="checkbox"/> | Copy of the images * | <input type="checkbox"/> | Transcription of the images* |
|--------------------------|-----------------|--------------------------|----------------------|--------------------------|------------------------------|

**3. If record consists of recorded words or information which can be reproduced in sound:**

|                          |   |                          |  |
|--------------------------|---|--------------------------|--|
| <input type="checkbox"/> | Listen to the soundtrack (audio cassette) | <input type="checkbox"/> | Transcription of soundtrack* (written or printed document) |
|--------------------------|---|--------------------------|--|

**4. If record is held on computer or in an electronic or machine-readable form:**

|                          |                         |                          |  |                          |  |
|--------------------------|-------------------------|--------------------------|--|--------------------------|--|
| <input type="checkbox"/> | Printed copy of record* | <input type="checkbox"/> | Printed copy of information derived from the record* | <input type="checkbox"/> | Copy in computer readable form* (stiffy or compact disc) |
|--------------------------|-------------------------|--------------------------|--|--------------------------|--|

\*If you requested a copy or transcription of a record above, do you wish the copy or transcription to be posted to you?

**Postage is payable by the applicant.**

YES

NO

**G. Particulars of right to be exercised or protected**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Explain why the record requested is required for the exercise or protection of that aforementioned right:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**H. Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable, within reason, compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to the record? \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
**SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE**

## ANNEXURE 2



**INTERNAL APPEAL AGAINST A DECISION OF THE DIRECTOR (INFORMATION OFFICER) AT THE  
SOUTH AFRICAN LIBRARY FOR THE BLIND ON A REQUEST FOR INFORMATION**

**In terms of section 75 (1) of the Promotion of Access to Information Act, No 2 of 2000**

- (a) Kindly insert the PAIA reference number below as supplied by SALB originally.
- (b) Complete the form in as detailed a manner as possible.
- (c) Kindly attach a copy of your identification document to prevent wrongful disclosure of personal information.
- (d) A requester lodging an internal appeal against the refusal of his/her request for access must pay the prescribed fee (if applicable) [section 75 (3) (a)]. SALB will notify you if the prescribed fee is payable. The decision on the internal appeal may be deferred until the fee is paid [section 75 (3) (b)].

**Original PAIA Reference number:** \_\_\_\_\_

**A. Particulars of Public Body**

**1. Postal Address:**

The Director  
PO Box 115  
GRAHAMSTOWN  
6140

**2. Street Address:**

The Director  
112B High Street  
GRAHAMSTOWN  
6139

**3. Email Address:**

[admin@salb.org.za](mailto:admin@salb.org.za)

**4. Fax number:**

046 622 4645

**B. Particulars of requester/third party lodging Internal Appeal**

(Please indicate the appropriate description with an X)

|   |  |
|---|--|
| Personal requester lodging the Internal Appeal  |  |
| Requester lodging an Internal Appeal  |  |
| Public body requester lodging an Internal Appeal  |  |
| A requester who originally made a request on behalf of a third party, lodging an Internal Appeal  |  |
| A requester lodging an Internal Appeal against the tender or payment of the request fee   |  |
| A requester lodging an Internal Appeal against an extension to deal with a request  |  |
| A third party lodging an Internal Appeal against the granting of a request for access   |  |
| A requester who requested access in a particular form in terms of section 29 (3)  |  |
| A third party lodging an Internal Appeal against a decision of the Director of SALB referred to in paragraph (a) of the definition of 'public body' in section 1 to grant access to records |  |

|   |  |
|---|--|
| A requester/third party lodging an Internal Appeal against the refusal of a request for access to a record contemplated in sections 34(1), 35(1), 36(1), 37(1) or 43(1) |  |
|---|--|

**C. Particulars of Requester/third party lodging the Internal Appeal**

|  |                   |
|--|-------------------|
| <b>Name, Surname and Title:</b>                                    |                   |
| <b>Identity Number</b> (attach certified copy of your ID document) |                   |
| <b>Postal Address:</b>   |                   |
| <b>Cell Number:</b>  |                   |
| <b>Telephone Number (Work):</b>                                    | Area code: (    ) |
| <b>Telephone Number (Home):</b>                                    | Area code: (    ) |
| <b>Fax Number:</b>   | Area code: (    ) |
| <b>E-mail Address:</b>   |                   |

**1. Capacity in which this Internal Appeal is lodged (Please tick the appropriate box):**

(a) Please include proof of the capacity in which the request is made.

Capacity in which request is made when request is made on behalf of another person (please indicate):

Parent, Guardian, Attorney, Doctor, Child, Widow, Widower, Spouse, Other (specify): \_\_\_\_\_

**D. Particulars of the requester against which the third party is lodging an Internal Appeal**

(a) This section must only be completed if you are a third party (other than the requester) lodging the Internal Appeal.

|                                  |  |
|----------------------------------|--|
| <b>Name, Surname, and Title:</b> |  |
| <b>Identity Number:</b>          |  |

**E. Subject of Internal Appeal**

|  |  |
|--|--|
| Deemed refusal to grant request for access (if the Director failed to give the decision within the prescribed 30 days) |  |
| Refusal to grant request for access  |  |
| Decision regarding request fee prescribed in terms of section 22   |  |
| Decision regarding deposit fee prescribed in terms of section 22   |  |
| Decision regarding access fee (reproduction, search and preparation) prescribed in terms of section 22                 |  |
| Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1)  |  |
| Decision in terms of section 29 (3) to refuse access in the form requested by the requester                            |  |
| Decision to grant request for access   |  |



**F. Reasons for lodging an Internal Appeal**

(a) Please continue on separate folios if the space provided below is inadequate, but **sign each page** and attach to this form, please.

**1. State the reasons for the Internal Appeal (provide relevant information):** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. State any other information known to the appellant that may be relevant in considering the appeal:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**G. Notice of decision on Internal Appeal**

(a) SALB will notify you of the outcome in writing as soon as reasonably possible, but in any event within 30 days after receipt of the Internal Appeals form.

(b) If the appellant wishes to be informed of the outcome in any other manner (written reply), please state this preference below.

**1. Preferred means of notification of outcome, other than a written reply. Kindly provide contact details:** \_\_\_\_\_

\_\_\_\_\_

(a) Please sign below

\_\_\_\_\_  
Signature of Appellant

Signed at \_\_\_\_\_, this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_