
attorney by the holder of the account to which the dispute relates authorizing the person who declares the dispute to do so, must accompany the written declaration of the dispute;

- (b) a customer who declares a dispute will only be entitled to the protection afforded to the customer in terms of the provisions of section 102(2) of the Systems Act, if the dispute is declared as provided in terms of sub-section (a) above;
- (c) the office of the municipal manager will refer the dispute to the office of the director: corporate services, who will investigate the dispute and make a finding on the outcome thereof as to the redress, if any, to be afforded to the customer who declared the dispute;
- (d) the office of the director: corporate services must communicate the finding to the office of the municipal manager, who in turn must communicate the finding of the director: corporate services to the customer who declared the dispute;
- (e) an appeal against the finding of the director: corporate services may be lodged by the customer who declared the dispute in accordance with the provisions therefore in sub-paragraph (f) below;
- (f) an appeal lodged against the finding of the director: corporate services on a dispute declared by a customer, must:
 - (i) be lodged in writing to the office of the municipal manager and comply *mutatis mutandis* to the provisions of sub-paragraph (a) above;
 - (ii) be lodged within a period of 7 (seven) days after the date on which the finding was dispatched to the customer by the office of the municipal manager; and
 - (iii) be decided on by the municipal manager of the CoM, who may be assisted by an attorney of the Panel of Attorneys of the CoM, who must decide the outcome of the appeal and communicate the decision on the outcome of the appeal to the customer who lodged the appeal;