

Date Enquiry Lodged							
<b>Keep my enquiry confidential?</b> Please tick appropriate box	YES	Subject to the content of my enquiry, the Labour Relations Officer needs to contact me prior discussing my enquiry with the employer.					
	NO	The Labour Relations Officer may contact my employer if necessary.					
<b>Member's Details</b>							
Union/Council Number							
ID Number							
Surname							
Full Names							
Cell							
Tel (H)							
Tel (W)							
E-mail	Personal						
	Work						
Position							
Basic Salary							
Have you received assistance from our Legal Department in the last 12 months	Yes	If "Yes", please give a short description					
	No						
<b>Employer's Details</b>							
Company Name							
Tel							
Fax							
Name of Supervisor/Manager							
Position (Contact Person)							
Cell							
E-mail							
<b>Please attach written details of complaint as well as any evidentiary/backing documents.</b>							
<b>For Office Use</b>							
Type of Contravention							
Contravention Clause No							
Employer Code							
Division		A		B		C	
Chapter		1	2	3	4	5	
Sector		1	2	3	4	5	
Updated Membership Application on file		Yes		No		Complaint Closed	
Subscriptions up to date		Yes		No		MISA D/Base Updated	

Details of how to lodge an enquiry with MISA:

1. You must be a paid up member of MISA in order to lodge an enquiry and/or request assistance and/or representation by MISA in internal hearings and/or legal proceedings.
2. **Please note** that you are entitled to telephonic assistance in respect of routine labour matters once 4 weeks' membership subscriptions have been paid by you, and that you will only qualify for legal representation and assistance once you have made a total of **26 weeks' membership subscription** payments to MISA.
3. Legal representation and/or assistance for members after the initial 26 week period is subject to the members not being in arrears with their subscriptions to MISA for a period exceeding 13 weeks prior to the request for representation and/or assistance.
4. To lodge your enquiry and request assistance you must complete the MISA Member Enquiry Form. It is important that you complete and submit all the relevant and available details as fully and as accurately as possible.
5. You must attach to the Enquiry Form all the relevant and available documentation when submitting the Enquiry Form to MISA. The Enquiry Form contains a list of relevant documents and it is important that all the documents that are in your possession and that are relevant to your enquiry are attached. This ensures that MISA is able to immediately identify the nature of the enquiry and provide you with the best and most accurate advice and assistance in the circumstances with the least possible delay. Should you be unable to obtain the necessary and required documentation from your employer, you must advise MISA of this fact in writing and we will engage your employer on your behalf in order to attempt to obtain such documentation.
6. You must submit your Enquiry Form along with all your supporting documentation to the National Legal Department of MISA in Johannesburg via fax, email or post to the following person and details:

<b>For attention:</b>	Legal Reception
<b>Fax:</b>	+27 11 388 0687
<b>Email:</b>	<a href="mailto:Legal@ms.org.za">Legal@ms.org.za</a>
<b>Postal Address:</b>	P O Box 1604, Northcliff, 2115
<b>Telephone number:</b>	+27 11 476 3920

7. While MISA will keep you abreast of any developments in your complaint as and when they occur, you may follow up on progress at any time during office hours (08:00 in the morning till 16:00 in the afternoon, Mondays to Fridays) by directing your query or request via telephone to our Legal Receptionist on the above telephone number.
8. **Please note** that MISA reserves the right to reject any complaint received if it believes that there are valid grounds for doing so in line with MISA's Constitution and By-Laws. Should MISA elect not to accept and pursue your complaint then we will advise you of this fact as well as the reasons therefor, within 7 days of receipt of your duly completed Enquiry Form along with all the necessary and required supporting documentation.
9. Should MISA agree to accept and pursue your complaint then you will be required to sign a power of attorney in favour of MISA, which power of attorney we will send to you via email, fax or post.