

**FORM 2**  
**REQUEST FOR ACCESS TO RECORD**  
 [Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests are made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer

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(Address)

E-mail address: 

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Fax number: 

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Mark with an "X"

Request is made in my own name      Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Name:				
Identity Number				
Capacity in which the request is made ( <i>when made on behalf of another person</i> )				
Postal Address				
Street Address				
E-mail Address				
Contact Number	Cellular		Phone	



Full name of person on whose behalf request is made ( <i>if applicable</i> )				
Identity Number				
Postal Address				
Street Address				
Contact Number	Cellular		Phone	
<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed)</i></p>				
Description of record or relevant part of the record				
Reference number, if available				
Any further particulars of record				
<p align="center"><b>TYPE OF RECORD</b></p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>				
Record is in written or printed form				
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)				



Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language	



(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)

### PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

Indicate which right is to be exercised or protected

Explain why the record requested is required for the exercise or protection of the aforementioned right:

### FEES

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:



Postal address	Facsimile	Electronic communication (Please specify)

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

\_\_\_\_\_  
Signature of Requester / person on whose behalf request is made

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**FOR OFFICIAL USE**

Reference number:	
Request received by: ( <i>State Rank, Name And Surname of Information Officer</i> )	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**





Address: JD House, 27 Stiemens Street  
 Braamfontein, Johannesburg,  
 2001  
 P.O. Box 31533  
 Braamfontein, Johannesburg, 2017  
 Tel: 010 023 5200  
 Email: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za)

## COMPLAINT FORM

### FORM 5

[Regulation 10]

#### NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za) or complete online complaint form available at <https://www.justice.gov.za/infoereg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA Form 2 and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
  - a. Copy of the form to the Body requesting access to records;
  - b. The Body's response to your complaint or access request;



- c. Any other correspondence between you and the Body regarding your request;
  - d. Copy of the appeal form, if your complaint relate to a public body;
  - e. The Body's response to your appeal;
  - f. Any other correspondence between you and the Body regarding your appeal;
  - g. Documentation authorizing you to act on behalf of another person (if applicable);
  - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

<p><b>CAPACITY OF PERSON/PARTY LODGING A COMPLAINT</b></p>
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(Mark with an "X")

Complainant Personally \_\_\_\_\_

Representative of Complainant \_\_\_\_\_

Third Party \_\_\_\_\_



PREREQUISITES				
Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY				
Received by: (Full names)				
Position				
Signature				
Complaint accepted	Yes		No	
Reference number				
Date stamp				



Postal address	Email address		Other electronic communication (Please specify)	
<b>PART A</b> <b>PERSONAL INFORMATION OF COMPLAINANT</b>				
Full Names				
Identify Number				
Postal Address				
Street Address				
E-mail Address				
Contact number	Telephone		Cellular	

<b>PART B</b> <b>REPRESENTATIVE INFORMATION</b> <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>				
Full Names of Representative				
Nature of representative				
Identify Number / Registration Number				
Postal Address				
Street Address				
E-mail Address				
Contact number	Telephone		Cellular	



<b>PART C</b> <b>THIRD PARTY INFORMATION</b> <i>(Please attach letter of authorisation)</i>				
Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if applicable)				
Postal Address				
Street Address				
E-mail Address				
Contact number	Telephone		Cellular	

<b>PART D</b> <b>BODY AGAINST WHICH THE COMPLAINT IS LODGED</b>				
Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if applicable)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact number	Telephone		Cellular	
Reference Number given				



**PART E**  
**COMPLAINT**

*Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)*

Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				

**PART F**  
**DETAILED TYPE OF ACCESS TO RECORDS**

*(Please select one or more of the following to describe your complaint to the Information Regulator)*

Unsuccessful appeal (Section 77A②(a) or section 77A③(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful</i>	
Unsuccessful application for condonation (Sections 77A②(b) and 75② of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	



Refusal of a request for access (Section 77A②(c)(i) or 77A②(d)(i) or 77A③(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.	
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit (Section 22④ of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused.	
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29③ or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonably been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56③(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28② or 59② of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22⑧ or 54⑧ of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records</i>	



PAIA)	<i>do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50①(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		

<p style="text-align: center;"><b>PART G</b> <b>EXPECTED OUTCOME</b></p> <p>How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.</p>



**PART H  
AGREEMENTS**

***The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:***

	<i>I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.</i>
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*The information in this Complaint Form is true to the best of my knowledge and belief. I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy. I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.*

*If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.*

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

\_\_\_\_\_  
Complainant/Representative/Authorised person of Third party

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## PRESCRIBED FEES IN RESPECT OF PRIVATE BODIES

1. PAIA sets out two types of fees –
  - a. An access fee; and
  - b. A request fee.
2. When the Information Officer receives a request, h they will inform the Requester to pay the applicable fee before the Information Officer processes the request (if not already done so).
3. Request Fee
  - a. The request fee payable by a Requester, other than a personal Requester is R50.00.
  - b. The request fee is non-refundable.
  - c. The request fee must be paid before the request is considered.
4. Access fee
  - a. An access fee is payable by all Requesters (including a personal Requester) once a request has been granted.
  - b. This pertains to the actual fees which have to be paid by the Requester for the delivery of their records in the case of private bodies.
  - c. The fee for a copy of the Manual as contemplated in regulation 9@ (c) is R1.10 for every photocopy of an A4-size page or part thereof.
  - d. The access fees payable by a Requester, other than a personal Requester are as follows:

(a)	For every photocopy of an A4-size page or part thereof	R1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c)	For a copy in a computer-readable form on –	
	Stiffy disc	R7,5
	Compact disc	R70,00
(d)	(i) for the transcription of visual images, for an A40size or part thereof	R40,00
	copy of visual images	R60,00
(e)	(i) For a transcription of an audio record, or an A4-size page or part thereof	R20,00



	(ii) For a copy of an audio record	R30,00
(f)	To search for and prepare the record for disclosure. For each hour or part of an hour reasonably required for such search and preparation.	R30,0 for each hour or part thereof

#### 5. Exceptions

- a. If the Information Officer, Deputy Information Officer or Head thinks that the collection and reproduction of documents will take longer than six hours, he or she will inform the Requester (by formal notice) that one third of the access fee is payable upfront as a deposit.
- b. If the record is not provided in the form requested, the access fee that is charged to the Requester will not exceed the fee that would have been charged if access were granted in the form requested. However, this rule does not apply when an alternate form is required because information had to be severed from the record.

