

**ENQUIRY FORM**

MISA Head Office  
 201 MISA Centre, 12 Fir Drive  
 Northcliff Ext 2, Johannesburg, 2195  
 PO Box 1604, Northcliff, 2115  
 Legal Department  
 +27 11 476 3920 | Legal@ms.org.za

- Submission of the completed enquiry form along with supporting documentation required for assistance.
- Routine telephonic assistance subject to 1 week’s contributions.
- Legal representation subject to 13 consecutive weeks’ contributions.

Member’s Details			
Union/Council Number			
ID Number			
Surname			
Full Names			
Cell			
Tel (H)			
Tel (W)			
E-mail	Personal		
	Work		
Position			
Basic Salary			
Employer’s Details			
Company Name			
Tel			
Name of Supervisor/Manager			
Position (Contact Person)			
Cell			
E-mail			
Date of Enquiry lodged			
Keep my enquiry confidential? Please tick appropriate box	YES	<input type="checkbox"/>	Subject to the content of my enquiry, the Labour Relations Officer needs to contact me prior discussing my enquiry with the employer.
	NO	<input type="checkbox"/>	The Labour Relations Officer may contact my employer if necessary.
<b>Please attach written statement of complaint as well as any evidentiary/backing documents.</b>			

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 1 week’s contributions have been paid by you, and that you will only qualify for legal representation and assistance once you have made a total of 13 weeks’ **consecutive** contributions to MISA.
3. To lodge your enquiry and request assistance you must complete the Labour Assistance Enquiry Form. It is important that you complete and submit all the relevant and available details as fully and as accurately as possible.
4. It is important that all the documents in your possession and relevant to your enquiry are attached. This enables MISA to immediately identify the nature of the enquiry and provide you with the best and most accurate advice

and assistance 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 an attempt to obtain such documentation.

5. Submit your Enquiry Form along with all your supporting documentation to our National Legal Department by way of the following:

Tel. Number	+27 11 476 3920
E-mail	<a href="mailto:Legal@ms.org.za">Legal@ms.org.za</a>
Website	<a href="#">Our Legal Page</a>
WhatsApp	+27 (0)71 880 9682

6. While MISA will keep you abreast of any developments on your complaint as and when they occur, you may follow up on progress at any time during office hours (from 08:00 to 16:00, Monday to Friday) by phoning or emailing our Legal Receptionist on the abovementioned contact information.
7. **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 dispute 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.
8. 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 will be emailed to you.