Randburg Chamber of Commerce & Industry

RCCI Membership Policy

1. Purpose

The purpose of this Policy is to establish a fair, transparent and consistent framework for attracting, approving, servicing, renewing and terminating RCCI memberships.

RCCI will provide members with practical business value through networking, advocacy, information, business support, visibility, referrals and other services approved by RCCI from time to time.

2. Eligibility

Membership is open to individuals, companies, close corporations, partnerships, trusts, non-profit organisations, professional practices and other lawful entities involved in commerce, industry, agriculture, professional services or related activities.

RCCI may decline an application where the applicant's activities are unlawful, materially inconsistent with RCCI's objectives, likely to damage RCCI's reputation, or otherwise unsuitable for membership.

Membership is subject to the RCCI Constitution, this Policy and the applicable membership terms and conditions.

3. Membership categories

See Website

4. Application and approval

All applications must be submitted using the approved RCCI membership application form or online process.

Applicants must provide accurate information, including the applicant’s legal name, trading name, registration details where applicable, contact details, business activities and nominated representative.

RCCI may request supporting documents or conduct reasonable verification before approving an application.

Membership becomes effective only when the application has been approved and the applicable fees have been paid, unless RCCI confirms otherwise in writing.

RCCI may approve, defer or decline an application and is not required to provide confidential reasons for its decision, subject to applicable law and the RCCI Constitution.

5. Fees and payment

Membership fees are determined in accordance with the approved RCCI fee schedule and are payable in advance.

Fees, payment due dates, renewal dates, discounts, promotional offers and applicable taxes must be clearly communicated before the applicant joins.

Membership fees are non-refundable once the membership period has commenced, except where required by law or approved by RCCI in exceptional circumstances.

A member whose fees are overdue may be placed on suspension after written notice and a reasonable opportunity to remedy the non-payment.

No member may claim membership benefits while the membership is suspended, unless RCCI agrees otherwise in writing.

Include the current fee schedule as a separate annexure rather than embedding amounts in the policy. That makes annual changes easier.

6. Member rights and benefits

A member in good standing may access the benefits applicable to its membership category, subject to availability, event-specific terms, capacity limits and any additional charges.

Benefits may include:

Networking events and business introductions.

Newsletters, business information and educational content.

Member directory or website listing.

Business promotion and advertising opportunities.

Workshops, seminars and training.

Referrals and business-facilitation support.

Participation in surveys, committees or advocacy initiatives.

Discounts negotiated with approved partners.

RCCI may amend, replace or discontinue a benefit where reasonably necessary, provided that RCCI will communicate material changes to members.

The existing RCCI material identifies networking, business promotion, legal/document discounts and government-support facilitation as examples of membership value, but these should be offered only where RCCI has current arrangements and capacity.

7. Member obligations

Members must:

Pay fees when due.

Provide accurate and updated information.

Conduct themselves lawfully and professionally.

Treat RCCI staff, directors, members and guests respectfully.

Avoid misleading, fraudulent, discriminatory, abusive or defamatory conduct.

Comply with event, venue, privacy and safety requirements.

Use RCCI's name, logo and platforms only with permission.

Disclose any conflict of interest relevant to an RCCI activity.

Membership does not guarantee business, sales, referrals, funding, government approval, legal advice or any particular commercial outcome.

8. Privacy and communications

RCCI will process member and prospective-member personal information in accordance with applicable South African data-protection law and its privacy policy.

RCCI may use member information to administer membership, issue invoices, communicate benefits, organise events, provide services, conduct surveys and meet legal or governance requirements.

Marketing communications will be managed in accordance with applicable legal requirements. Members may update their communication preferences or request that optional marketing messages stop.

Members must not distribute other members' personal information without proper authority.

9. Complaints and service standards

RCCI will maintain a documented complaints process.

Complaints should be acknowledged within two business days and allocated to a responsible person. RCCI should aim to provide a substantive response within 10 business days, or explain the reason for delay.

Complaints must be handled fairly, confidentially and without retaliation. Serious complaints may be escalated to the RCCI board or an appointed committee.

10. Suspension and termination

RCCI may suspend or terminate membership for:

Non-payment after written reminders.

Material breach of the Constitution, this Policy or membership terms.

Fraud, unlawful conduct or serious misconduct.

Conduct likely to cause material reputational harm to RCCI.

Providing materially false information.

Insolvency or cessation of the member’s business, where relevant.

Except in urgent or serious cases, RCCI should provide written notice of the concern and a reasonable opportunity to respond or remedy the breach.

A member may resign by giving 30 days’ written notice, but resignation does not cancel amounts already due.

Termination does not automatically entitle the member to a refund of fees already paid.

11. Review and governance

This Policy must be reviewed at least annually and approved by the RCCI board or authorised governing body.

Any conflict between this Policy and the RCCI Constitution must be resolved in favour of the Constitution