



CUSTOMER NOTICE 14 OF 2026

CIPC LAUNCHES CASE MANAGEMENT SYSTEM TO STREAMLINE PUBLIC COMPLAINTS AND SUBMISSION OF LEGAL DOCUMENTS

The Companies and Intellectual Property Commission (CIPC) is pleased to announce the launch of its new Case Management System (CMS), a modern digital platform designed to improve how the public submits and tracks complaints and legal documents. The expected "Go-Live" date is 27 March 2026. After accessing the CMS client portal, there will be seven sub-entry points, depending on the complaint categories. The sub-entry points are categorized as follows:

DMP –	Complaints against Business Rescue Practitioners
CL –	Service of Corporate Legal documents on CIPC
CGSE–	Investigation of specific contraventions of the Companies Act 2008, Close Corporations Act 1984 and the Cooperatives Act, 2005
CCDR -IR	Investigation of Reportable Irregularities
CCDR-RI	Investigations of Reportable Irregularities, NOCLAR and S62(3) CC Reports
CCDR- BO	Proactive Enforcement of noncompliance with BO declaration
CGRG	Investigation of fraudulent activities, misconduct and unethical practices

CMS is a secure online solution that enables individuals to lodge complaints, submit supporting documents, and track their matters in real time. This system brings transparency, efficiency, and accountability to case management within the Commission.

With the introduction of the CMS, members of the public can now submit complaints anonymously or non-anonymously:

- **Anonymous complaints** allow the public to report issues confidentially without revealing their personal information.
- **Non-anonymous complaints** can be lodged using a CIPC customer code, enabling direct communication, personalised follow-up, and easier case resolution.

If a user does not have a customer code but wishes to lodge a non-anonymous complaint, they can easily create one using the link provided in the CMS platform. This ensures that every individual has the option to identify and receive tailored support throughout the resolution of their matter. This enhancement ensures that all users, whether they wish to identify themselves or not, can raise concerns in a secure and accessible manner.



Through the new CMS, the public will be able to:

- Lodge complaints and serve corporate legal documents online
- Choose between anonymous or customer code-based submissions
- Upload PDF supporting documents directly to their case (not exceeding 2MB each)
- Monitor the status and progress of their matter at any time
- Receive notifications and updates throughout the lifecycle of the case
- Access a complete history of all submitted cases and responses

The launch of the CMS marks a significant step in CIPC's digital transformation. By offering anonymous and customer code-based complaint options, the CMS strengthens transparency, empowers the public, and enhances service quality.

The CMS also reduces reliance on email and telephone queries, enabling improved turnaround times, consistent communication, and better tracking across all stages of the complaints process.

Further guidelines on accessing and using the CMS, as well as customer support, will be made available on the CIPC website and shared via official communication channels.

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