



dcstm

Department:
Community Safety and Transport Management
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



NORTH WEST DEPARTMENT OF COMMUNITY SAFETY AND TRANSPORT MANAGEMENT

COMPLAINTS AND COMPLIMENTS MANAGEMENT POLICY

Definitions of Terms		
No.	Term	Definition
1.	Complainant	A citizen or a group of citizens who expressed dissatisfaction about the level of service (including issues of accessibility) or lack thereof and require her/his opinion be resolved and redressed.
2.	Complaint	An expression of dissatisfaction by a citizen or a group of citizens about the level of service (including issues of accessibility) or lack thereof, by a department which in the opinion of a complainant requires resolution and redress.
3.	Compliment	An expression of praise, commendation or admiration given by the citizen to an employee or employees of the Department about outstanding services provided.
4.	Department	The North West Department of Community Safety and Transport Management.
5.	Employee	All employees of the Department employed in terms of the Public Service Act of 1994, the Basic Conditions of the Employment Act of 1998, and include contract workers, interns, volunteers and prospective employees.
6.	Suggestion	A proposal made or an idea that has been put forth by citizen/s to improve the services being rendered by the Department.
7.	Terms of Reference	Foundational guide ensuring a formal, fair and transparent process to resolve service issues and acknowledge compliments.

TABLE OF CONTENTS		
1.	PREAMBLE	4
2.	PURPOSE	4
3.	OBJECTIVES	4
4	SCOPE	4
5.	LEGISLATIVE FRAMEWORK	4
6.	MECHANISMS TO CURB COMPLAINTS	5
7.	MECHANISMS FOR LODGING COMPLAINTS AND COMPLIMENTS	5
8.	PROCEDURE ON HANDLING COMPLAINTS	5
9.	TURNAROUND TIME FOR RESOLVING COMPLAINTS	6
10.	ADMINISTRATIVE ELEMENTS IN MANAGING COMPLAINTS	6
	10.1 Screening and logging	
	10.2 Investigating	
	10.3 Formulating a solution and Response	
11.	DISTRICTS COMPLAINTS AND COMPLIMENTS MANAGEMENT COMMITTEES	7
12.	MONITORING AND EVALUATION	7
13.	POLICY REVIEW	7
14.	POLICY APPROVAL	7

1. PREAMBLE

WHEREAS, The Department of Community Safety and Transport Management is committed to provide excellent, efficient, and effective services to the citizens in a professional and courteous manner.

HOWEVER, when challenges arise and citizens expectations are not efficiently met, citizens need to be given a chance to communicate and approach the Department so as to address and resolve their dissatisfaction. Citizens also need to be given an opportunity to compliment and give credit to the deserving employees who provide excellent service in professional and courteous manner, as this really depicts commitment practice of Batho-Pele principles.

2. PURPOSE

To provide the Department with a uniform approach to manage complaints, compliments and suggestions.

3. OBJECTIVES

- 3.1 Serve as feedback mechanism whereby citizens can communicate their dissatisfaction to the Department when the expected services are not being delivered, in line with their expectations as espoused in the Batho Pele Principles.
- 3.2 Ensure prompt complaints resolution.
- 3.3 Set standards that should be used to assess whether existing complaints and compliments management system is effective.
- 3.4 Outline the complaint and compliment handling process.

4. SCOPE

The policy is applicable to all employees of the Department of Community Safety and Transport Management.

5. LEGISLATIVE FRAMEWORK

- 5.1 Constitution of the Republic of South Africa
- 5.2 The Citizen Complaints and Compliments Management Framework, 2013
- 5.3 Public Service Regulations, 2016 as amended
- 5.4 Promotion of Access to Information Act, No. 2 of 2000;
- 5.5 Promotion of Administrative Justice Act, No. 3 of 2000; and
- 5.6 Promotion of Equality and Prevention of Unfair Discrimination Act, No. 4 of 2000
- 5.7 The White Paper on the Transformation of the Public Service, 1995, as well as, the White Paper on Transforming Public Service Delivery, 1997
- 5.8 Public Finance Management Act of 1999.

6. MECHANISMS TO CURB COMPLAINTS

- 6.1 Frequent and sufficient communication
- 6.2 Ensure appropriate policies and clear procedures
- 6.3 Setting of clear service delivery standards
- 6.4 Usage of simple and clear language including accessible formats for people with disabilities and the display of proper signage.
- 6.5 Capacitating people dealing with complaints.

7. MECHANISM FOR LODGING COMPLAINTS AND COMPLIMENTS

- 7.1 Complaints/ Suggestion Boxes
- 7.2 Walk- in
- 7.3 A letter or e-mail to the Department or Provincial Call Centre.
- 7.4 Any other mechanism that is user friendly and that is accessible to people with special needs.
- 7.5 Departmental Call Centre (0800 204 992) and the Provincial Batho-Pele Call Centre (0800 111 700).

8. PROCEDURE ON HANDLING COMPLAINTS AND COMPLIMENTS

- 8.1 The District Complaints and Compliments Management Committees will open the Compliment/Suggestion Box in the presence of the Station/Service Point Manager bi-monthly.
- 8.2 The committee will then sort the forms accordingly in terms of Complaint, Compliment or Suggestion (Annexure "A").
- 8.3 The Committee Secretary will then record the forms accordingly in the relevant register (Annexure "B" or "C").
- 8.4 The Committee Secretary will telephonically acknowledge receipt of the complain/suggestion received within 5 working days.
- 8.5 The Committee Chairperson will decide whether the committee will sit and attend to the complaints/compliments received immediately after the opening process or will schedule the date of the sitting of the committee.
- 8.6 Resolution taken to be recorded accordingly and the feedback be forwarded to the complainant in writing within 30 working days.
- 8.7 In case of complex complaints received that might need long term solution that require enough budget like infrastructure, the Chairperson is advised to address the matters with the responsible managers.

9. TURNAROUND TIME FOR RESOLVING COMPLAINTS

- 9.1 Complaints received through any platform must be resolved within **30** working days and be acknowledged telephonically to the complainant within **05** working days.
- 9.2 In case of complex complaints received that will require long term solution e.g infrastructure which involves large budget implications, District Chairperson will refer the matter to the responsible managers.
- 9.3 Complaints should received feedback within **30** working days.
- 9.4 Complaints/Compliments/Suggestion received will be given the Reference Number as follows e.g **001/02/2026/27** (number in sequence, month and the Financial Year) and same be attached to the relevant register.

10. ADMINISTRATIVE ELEMENTS IN MANAGING COMPLAINT

10.1 Screening and logging

This is the initial step where important information such as the name of the complainant; the nature of complaint; the action taken; the customer's response; place and date are captured. This will allow the Districts Complaints and Compliments Committees to exercise control and ensure proper follow-up. A reference number and contact details must be supplied to the customer (Annexure "D").

10.2 Investigation

This is a step whereby the Districts Complaints and Compliments Committee Chairperson will engage in a research activity to ascertain the legitimacy of the problem. The Chairperson may telephonically communicate with the complainant to obtain more facts that will help to take decisive resolution (Annexure "D" – Summary Form on Outcome of Complaint Investigation).

10.3 Formulating a solution and Response

A solution and response should be clear, appropriate and consistent with the Departmental mandate, Citizens Complaints and Compliments Management Framework and the Batho-Pele principles. The complainant must understand the response, and it must address the issues raised in the complainant's original complaint (Annexure "D" – Summary Form on outcome of complaint investigation).

When formulating a solution, department will consider the following:

- The citizen's expectations;
- Department's expectations of the citizen;
- The comprehensiveness and fairness of the solution;
- The suggested solution by the citizen.

11. DISTRICTS COMPLAINTS AND COMPLIMENTS MANAGEMENT COMMITTEES

Each district has the committee responsible for managing complaints, compliments and suggestions received.

Districts Complaints and Compliments Management Committee members ensure that the Annexure "A" Form to Lodge Complaint or Record Compliment is always available and accessible to all citizens.

12. MONITORING AND EVALUATION

The Sub-Directorate Organisational Development and Change Management shall monitor and evaluate the implementation of this policy.

13. POLICY REVIEW

This policy shall be reviewed every **three** years with effect from the date of approval or as and when the need arises.

14. POLICY APPROVAL



DR HANS KEKANA
HEAD OF DEPARTMENT



DATE