

SERVICE DELIVERY COMPLAINTS AGAINST GSCID

Categories and types of service complaints against GSCID

The types of *service complaints* against GSCID, but not limited to, are the following:

- (1) negligence;
- (2) misconduct;
- (3) poor communication;
- (4) poor response to render the service as requested;

1. Time frames for processing of service complaints

(1) Unless otherwise determined elsewhere or the nature of the specific service complaint requires otherwise, the normal time frame for processing of service complaints against GSCID is as follows:

(a) The registration, acknowledgement of the *service complaint* must be done within 24 HOURS from the date of receipt;

(b) the receipt, recording and assignment of the service complaint must be done within 24 HOURS;

(c) the addressing must be completed within a period not exceeding three (3) working days from the date assigned.

(d) in the event that the specific service complaint is so complex that it cannot be finalised within a period of three (3) working days, reasonable extension to finalise such a service complaint must be given and the complainant to be informed accordingly.

(2) The following types of service complaints must be regarded as a priority and the processing time frames thereof, from registration, acknowledgement, to investigation, must be done within a period of three (3) working days from the date of receipt –

- (a) Failure to attend to a reported crime incident;
- (b) failure to attend to a reported incident relating to violation of the provisions of the Domestic Violence Act, 1998; and

2. Methods and channels of receiving service complaints against GSCID

Service complaints against GSCID will be received through the following methods and channels:

- (1) Complaint received in person –
- (2) directly from the complainant who personally reports a complaint at the office of GSCID; and
- (3) during a Community Outreach event.

3. Treatment of complainant

(1) A complainant must be treated with care, fairness, respect, dignity and courtesy taking into account the fundamental human rights of every person as enshrined in the Constitution of the Republic of South Africa, 1996.

(2) The complainant must be attended to, assisted and his or her service complaint be processed in the spirit of the Batho Pele (People First) Principles, as follows: –

(a) Consultation

- (i) The *appointed person* must consult the *complainant* and explain to him or her the manner in which his or her *service complaint* will be processed.
- (ii) If circumstances allow, depending on the nature of the *service complaint*, the *appointed person* must enquire from the *complainant* what are his or her expectations regarding the processing or outcome of such a *service complaint*.

(b) Service standards

- (i) During consultation the *appointed person* must inform the complainant about what will be done and to what level, his or her service complaint will be processed and resolved.
- (ii) The appointed person must inform the complainant about the estimated period that it will take to conclude the processing of the *service complaint*.

(c) Courtesy

The *complainant* must be treated with courtesy and due consideration regarding his or her predicament and relevant circumstances resulting from what he or she has experienced.

(d) Information

The appointed person must keep the *complainant* informed about the progress regarding the *investigation* of the *service complaint*.

(e) Openness and transparency

- (i) The appointed person must fully introduce himself or herself to the complainant.
- (ii) The appointed person must provide the complainant with relevant information regarding his or her service complaint.

(f) Redress

The appointed person must assure the *complainant* that his or her *service complaint* will be processed and resolved.

(i) Value for money

- (i) The information provided by the complainant is regarded as confidential and must be dealt with in a manner embodied by the provisions of relevant regulatory frameworks, to prevent any form of possible intimidation or victimisation.
- (ii) The complainant must be given necessary attention and his or her service complaint must be processed and resolved fully, irrespective of how trivial it may seem or sound.
- (iii) Relevant details of the service complaint must be recorded as required, including the complainant's concerns, perceptions and feelings.

4. Treatment of employee

An employee whose action or inaction resulted in a *service complaint*, and the subsequent lodging thereof, must be treated with care, fairness, respect, dignity, courtesy, and in terms of relevant fundamental human rights as enshrined in the Constitution of the Republic of South Africa, 1996, and must be –

- (i) promptly informed about the relevant *service complaint* when circumstances allow or depending on the nature of such a *service complaint*, as well as about the processing thereof;
- (ii) given an opportunity to present his or her facts regarding the lodged *service complaint*, and share relevant information about what transpired; and
- (iii) kept informed about the developments and the outcome of the *investigation* if necessary, depending on the circumstances or nature of such a *service complaint*.

5. Functions of GSCID management

- (a) ensure the receipt of *service complaints*;
- (b) ensure the processing (including addressing) of *service complaints*;
- (c) ensure addressing of specific *service complaints*—
 - (i) which, in his or her discretion based on relevant merits or circumstances, require to be addressed;
- (d) ensure the creation and maintenance of a database for *service complaints*;
- (e) ensure compilation of reports regarding the status of receipt and processing of *service complaints* ;
- (f) ensure formulation, development, implementation, *monitoring* and evaluation, revision, and maintenance of policy
- (g) promptly and effectively processed within the prescribed timeframes.

6. Administration process —

- (a) administrate receipt of service complaints reported;
- (b) administrate acknowledgement of receipt of service complaints to the complainant, in a form of a written communique, by way of post, e-mail, fax or any available means of communication;
- (c) administrate perusal of service complaints reported, submitted, referred or sent to the station or unit for verification and or correctness;
- (d) administrate the registration of service complaints reported, submitted;
- (e) administrate addressing and resolving of service complaints reported;
- (f) in the event that a specific service complaint is against the Management of the GSCID, such service complaint must be referred to the Board for processing;
- (g) administrate maintenance of the database for service complaints reported;
- (h) close the service complaint file;
- (i) ensure that the telephone number(s) for the twenty-four (24) hour standby capacity is/are on all social platforms or reception office;
- (j) inform the community about the process of processing lodged service complaints;
- (k) develop and implement a plan bi-annually for prevention of and decreasing service delivery complaints;
- (l) present the progress regarding the implementation of the plan to the board to prevent and decrease service complaints;

7. Research

Management Intervention may conduct research regarding any theme relevant to policy *monitoring* and evaluation regarding *service complaints*, for the purpose of —

- (1) identifying the root causes to service complaints;
- (2) exploring the identified root causes to service complaints in order to generate relevant measures that can be implemented to eliminate such root causes, and thereby improving the methodology of service within GSCID; and
- (3) exploring how the methodology regarding the management of service complaints within GSCID can be improved.

8. Organisational and corporate culture

(1) In the spirit of building a sustainable, strong and conducive organisational and *corporate culture* within GSCID, all employees deployed within Management Intervention must at all times, in the process of carrying out their duties regarding policy *monitoring* and evaluation function, conduct themselves in the manner that conform to and uphold the relevant regulatory framework of the GSCID, most importantly the following —

- (a) Vision and Mission of GSCID;
- (b) Values of GSCID; and
- (c) Code of Conduct for GSCID.