WHAT YOU SHOULD DO IF YOU WANT TO COMPLAIN, GIVE A COMPLIMENT OR MAKE A SUGGESTION

Lodge a comple	aint o	r record a complime	ent or suggestion
VERBALLY: Approach the official responsible for managing complaints, compliments and suggestions. This official is: Telephone number:	Fill in the prescribed form that is available next to the designated box or from the responsible official. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at: Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:		To submit a complaint, compliment or suggestion
Location of office:			
The complaint, compliment or suggestion will be recorded on a prescribed form.	Fax Post	or or	
The comp	olaint wil	ll be acknowledged within 5 wo	orking days
	The c	complaint will be investigated	
· ·		ved and redress conducted wit ore time for investigation, upda	



Should you be dissatisfied with the outcome, lodge the

complaint at the district/provincial office or call centre on: