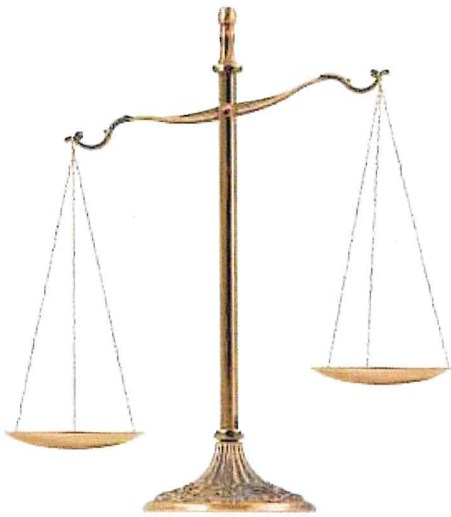




KWAZULU-NATAL PROVINCE

**PUBLIC WORKS
REPUBLIC OF SOUTH AFRICA**

DEPARTMENTAL COMPLAINTS AND SUGGESTIONS MANAGEMENT PROCEDURE



We belong, We care, We serve

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1. INTRODUCTION

One of the salient characteristics of the pre-1994 South Africa is that people were not encouraged to complain about the quality of services they were receiving.

Since 1996 legislations has been enacted to protect our right to free speech and our right to complain and have redress if our rights are compromised in anyway. The Department of Public Works is committed to service excellence and to ensure service delivery improvement where there are gaps with service delivery. Clients are also encouraged to compliment official that have performed beyond their expectations to assist the department to acknowledge the outstanding performance and contribute towards service excellence.

This procedure describes the process to manage compliments and complaints reported by the clients and staff.

2. ACRONYMS

- i. **KZN DPW** : Kwa-Zulu Natal Department of Public Works

3. DEFINITIONS

- i. **Complaint/Compliments Officer**

An official appointed to receive complaints/compliments

- ii. **Complaint**

An expression of dissatisfaction about the service actions or lack of action by the department affecting a service recipient / client

- iii. **Complainant**

An internal or external customer /client lodging a complaint.

- iv. **Customer/client**

A person or organization that seeks / receives the services offered by the Department of Public Works.

- v. **Redress**

To provide remedy to an undesirable action

- vi. **Compliments**

Acknowledgement of outstanding performance.

4. PURPOSE

To provide a transparent, efficient and effective complaints/compliments management process across the Department and to implement procedures and principles to be followed by the clients and officials to report complaints/compliments.

5. LEGAL FRAMEWORKS

- i. Constitution of South Africa, 1996,
- ii. Citizen Complaints and Compliments Management Framework, 2013,
- iii. The White Paper on the Transformation of the Public Service, 1997,
- iv. Promotion of Access to Information Act 2000 (PAIA),
- v. Promotion of Equality and Prevention of unfair discrimination Act, No. 4 of 2000,
- vi. Promotion of Administrative Justice Act, No. 3 of 2000, and
- vii. Public Service Regulations, 2016.

6. OBJECTIVES

- i. The objective of the complaints management system is to make complaints easier to co-ordinate, monitor, track and resolve,
- ii. To provide the Department with an effective tool to identify and target problem areas,
- iii. To monitor performance in complaints handling,
- iv. To encourage business improvements,
- v. To enable customers to contribute towards service delivery, and
- vi. To consider all relevant information and views of all parties concerned.

7. SCOPE OF APPLICABILITY

- i. This complaints / suggestions management procedure applies to all internal and external customers of the department.

8. ROLES AND RESPONSIBILITIES

8.1 Complaints / Suggestions Officers

- To ensure complaints received are properly registered and escalated to relevant components for action,

- To monitor progress with resolution of complaints,
- To report progress on the overall complaints management systems for the office,
- To provide inputs on improving the complaints management system, and
- To ensure acknowledgement of outstanding performance based on compliments received.

8.2 Complaints Committee

- To support the institutionalisation of the Complaints and Compliments Framework,
- Ensure complaints are examined and processed in accordance with the Public Works Complaints and Compliments Procedure,
- Ensure monitoring and provide recommendations on complaints progress report,
- Monitor adherence to set standards of Complaints Procedure,
- Report progress on the overall complaints management systems for the department to HOD, and
- Provide inputs on improving the complaints management system.

9. ETHICS IN DEALING WITH VERBAL CUSTOMER COMPLAINTS

The following behavior will be maintained to ensure that a good image of the department is portrayed.

- Listen carefully and do not argue with the customer, become defensive or try to explain the situation,
- Let your customer vent for a few minutes if necessary,
- Show empathy for your customer's concerns,
- Thank your customer for bringing the matter to your attention,
- Sincerely apologize for the unsatisfactory experience encountered by the customer,
- Get the facts,
- Understand the issues involved,
- Offer a solution, and
- Make follow up until the issue is resolved.
- Ensure that all written communication is carried out as per the customer care procedures and any contractual specification.

10. PROCESS AND STEPS FOR THE MANAGEMENT OF COMPLAINTS

Three Stage process for managing complaints:

Stage 1

- Complaint is registered in a register by Help desk / Reception officer

Complaints will be acknowledged immediately or within 24 hours and will be resolved accordingly, if not resolved a verbal complaint becomes a written complaint and will be referred to stage two.

In an event that the customer is dissatisfied with outcome at stage one, the customer will be requested to complete a complaint form or submit the complaint in writing, the written complaint will then be referred to stage 2.

Stage 2

- Simple complaints be forwarded to relevant unit for attention.
- Complex complaints be forwarded to the complaint officer under Change Management and Service Delivery if it for head Office and Regional office if the complaints is for the region

Complaints under stage two are complaints from stage 1 and complaints submitted in writing or via electronic media.

Complaints at this stage will be acknowledged within 5 working days and resolved within 15 working days from the time they are received from stage 1 or submitted in writing

In instances that the complaint is taking longer than 15 working days to resolve, citizens will be notified in writing and a copy of the letter will be submitted to the Head of Department for noting.

Stage 3:

- Complaints committee to meet monthly to monitor progress on complaints received and feedbacks to clients.
- If the complainant is not satisfied after stage 3, the complainant may approach the MEC for Human Settlements and Public Works


The third stage will take place only if there is still a dissatisfaction after stage 2.


At this stage, the complaint will be referred to the Head of Department for further investigation.

At this stage, the complaint will take no more than 10 working days to resolve.

11.PROCEDURE TO FOLLOW TO MANAGE COMPLIMENTS

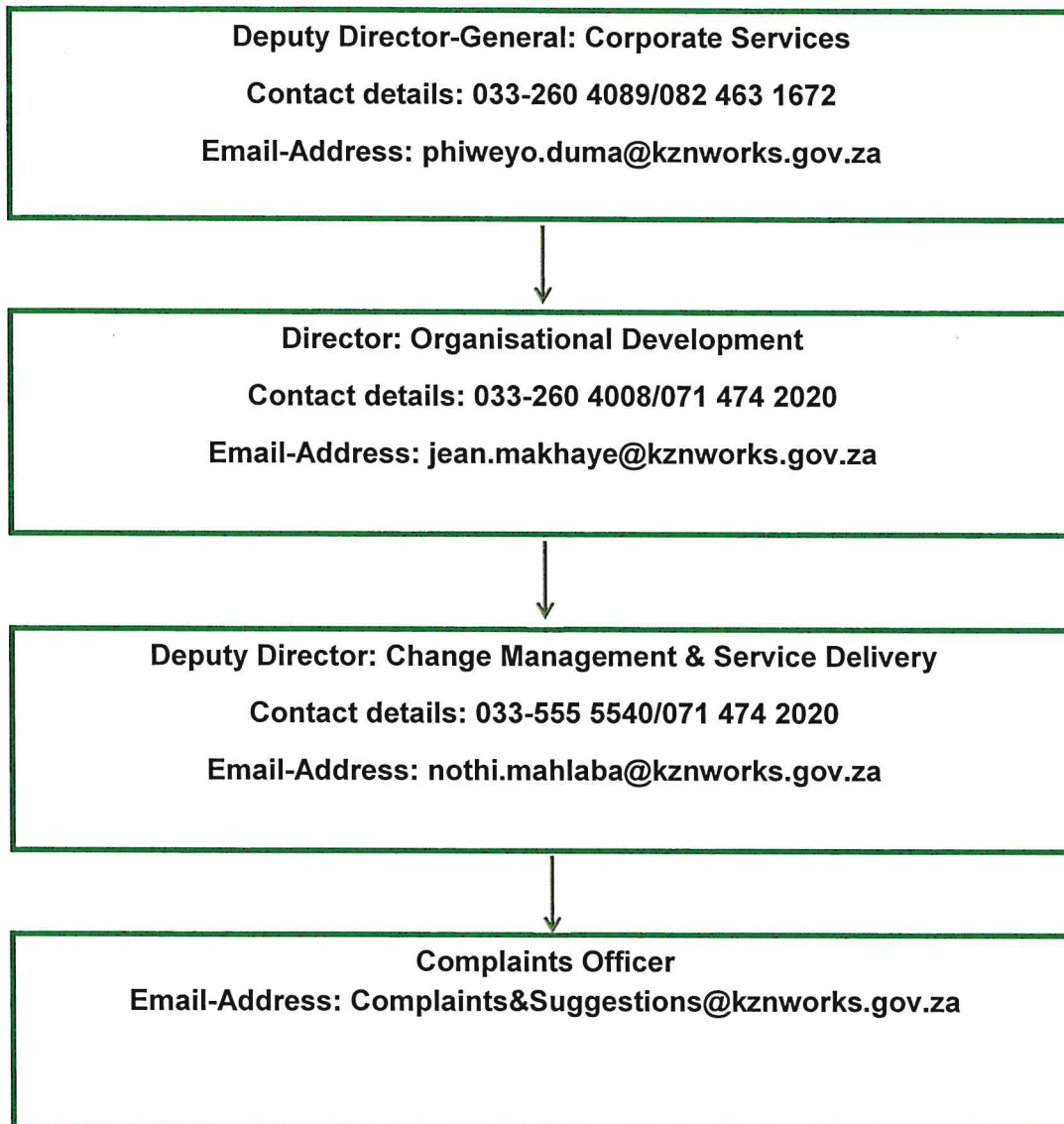
- Compliments/received in writing (via letter, email or verbal) are to be registered.
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- Where the compliment is about a particular staff member, distribute the details to their direct line manager/supervisor, who will determine how the official will be recognised.
 - Where the compliment relates to a team or number of people, distribute the compliment to the Head of Department/Deputy Director-General or Chief Director.
- 

- The complaints/suggestions committee must meet on a quarterly basis to discuss data on compliments and complaints received.
 - The reports must be analysed on a monthly basis to identify the good practises.
 - The written acknowledgment made available to the person complementing
- 

- All officers to meet and report cases received and progress made.
 - officers to keep HOD abreast with complaints/suggestions received and progress made finally.
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12. COMPLAINTS STRUCTURE / SUGGESTIONS OFFICERS



13. GENERAL: PRINCIPLES

We commit to assisting with queries and / or refer queries to the relevant section where necessary

- All KZN DPW offices shall have complaints / suggestions boxes at service points to be opened daily
- A complaints / suggestions management committee will be appointed in each office.
- In order to ensure confidentiality, the complaints / suggestions management committee members shall sign confidentiality agreements
- Where there is a conflict of interest with the complaints officer and the complaint received, the complaint should be referred to the supervisor for further reference to the Batho Pele Service Delivery component under Organizational Development: Corporate Services (Head office).
- Some information about the specific complaint, person or component that the complaint is

made against, may need to be disclosed to others during an investigation, in such an instance the complainant should be informed.

- A complaints / suggestions register will be maintained where all complaints/suggestions received will be registered without fail.
- Complaint / suggestions receipt forms will be availed at all front line areas in each office
- The management of complaints received from the Presidential hotline will be managed in line with the guidelines provided by the Presidency and managed by the Ministry
- Customers with physical disabilities will be accommodated in expressing their complaint / suggestions
- Progress reports will be made available to the complainant on the progress of the investigation, where applicable
- Reports will be made available to higher reporting structures on complaints and suggestions received
- Regional Directors and Batho Pele coordinators at Head office shall service as complaints / suggestions officer

14. OTHER CONTACT DETAILS

The contact details below can be used if the client is still dissatisfied after all stages.

Written Complaints/ suggestions can be posted to:

MEC for Human Settlements and Public Works

KZN Department of Public Works

Private Bag X 5433

Durban

4001

Head of Department

KZN Department of Public Works

Private Bag X 9041

Pietermaritzburg

3200

Or Hand delivered to:

MEC for Human Settlements and Public Works

191 Prince Alfred St

Oliver Tambo House

Pietermaritzburg

3201

Head of Department

191 Prince Alfred St

Oliver Tambo House

Pietermaritzburg

3201

Or

455 King Cetshwayo Highway

Mayville

Durban

4001

Send an E-Mail to:

Head of Ministry

Thabisile.Ncayiyane@kznworks.gov.za

Head of Department

Head.Works@kznworks.gov.za

15. REVIEW

The Compliments and Suggestions Management System will be reviewed on annual basis to ensure its effectiveness.


MR SP MAJOLA
ACTING HEAD: PUBLIC WORKS

6/6/2023
DATE