



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
AGRICULTURE AND RURAL DEVELOPMENT


COMPLAINTS MANAGEMENT POLICY

2017 Reviewed edition

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Recommended by:


HOD for Agriculture and Rural Development
(Maisela, RJ)

2018-02-06
Date

Approved by:


Hon MEC for Agriculture and Rural Development (Acting)
Sekoati, SC (MPL)

2018/02/08
Date

CONTENTS	PAGE
1. Acronyms and abbreviations	1
2. Executive summary	2
3. Introduction	2
4. Purpose and objectives of the policy	2
5. Authority of the policy	2
6. Legal framework	23
7. Scope of application	3
8. Definitions	3
9. Policy pronouncements	3
9.1. Handling of complaints	3
9.2. Exclusion of complaints	4
9.3. Time frame	4
9.4. Complaints Officer	5
9.5. Complaints database	5
10. Default	5
11. Inception date	5
12. Termination and review conditions	5
13. Enquiries	6

1. ACRONYMS AND ABBREVIATIONS

DPSA	Department of Public Service and Administration
HOD	Head of Department
MEC	Member of Executive Council
LDARD	Limpopo Department of Agriculture and Rural Development
PAJA	Promotion of Administrative Justice Act
PAIA	Promotion of Access to Information Act
PME & SDI	Performance Monitoring and Evaluation & Service Delivery Improvement

2. EXECUTIVE SUMMARY

The Policy on Complaints Management has been developed to ensure that service delivery complaints addressed to Limpopo Department of Agriculture and Rural Development (LDARD) are attended to and addressed.

This Policy addresses all complaints received through suggestion boxes, walk-ins, Presidential and Premier Hotline cases. This Policy outlines the following: handling of complaints, the complaints officer, keeping of a complaints database, the timeframe applicable for handling of complaints and the exclusion of specific complaints.

3. INTRODUCTION

Service delivery and customer care is of vital importance to Government and to the LDARD. In order to ensure satisfactory service delivery, this Department need to have specific procedures and processes in place.

This Complaints Management Policy aims to guide and assist in the handling of complaints regarding service delivery.

Redress mechanism as one of the Batho Pele Principles is the centre of this Policy. If the promised standard of service is not delivered, citizens should be offered an apology, full explanation and speedy effective remedy.

4. PURPOSE AND OBJECTIVES OF THE POLICY

The Policy has the following objectives:

- 4.1. To create awareness at all levels, namely: local, district and provincial levels of the Department on resolution of complaints.
- 4.2. To enable clients to contribute to the improvement of the Department's delivery of services.
- 4.3. To handle complaints responsively, openly and in a timely manner.
- 4.4. To consider all relevant information and views of all parties involved.

5. AUTHORITY OF THE POLICY

This Policy is issued under the custodianship of the Member of the Executive Council (MEC) for Agriculture and Rural Development and the Head of Department (HOD) as Accounting Officer for the Department

6. LEGAL FRAMEWORK

The Policy is aligned with the following Acts and regulations:

- Constitution of the Republic of South Africa, 1996 (Act No. 108 Of 1996)
- White Paper on the Transformation of the Public Service, 1995
- White Paper on Transforming Public Service, 1997
- The Labour Relations Act, 1995 (Act No. 66 of 1995)
- Public Service Regulations (2001); as amended (2016)
- Public Service Act, 1994 (Act No. 38 of 1994)
- Employment Equity Act, 1998 (Act no.55 of 1998)
- Basic Conditions of Service Act, 1997 (Act No. 75 of 1997)
- Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000)
- Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

7. SCOPE OF APPLICATION

The Policy applies to all internal and external clients of the Department who are dissatisfied with the services offered and/or suggesting improvements on service delivery and/or complementing the Department for good service delivery

8. DEFINITIONS

Complainant: Any client or community member making a complaint, including employees of the LDARD.

Client: Any person or body who accesses Departmental services.

Complaint: An expression of dissatisfaction with a service provided, a decision made or action taken.

Department: Limpopo Department of Agriculture and Rural Development

9. POLICY PRONUCEMENTS

9.1. HANDLING OF COMPLAINTS

Complaints will be dealt with in the following way:

- 9.1.1. All workplaces and service points shall have suggestion boxes to be opened on a monthly basis by an appointed committee.
- 9.1.2. The Committee shall be appointed in terms of Departmental delegations to monitor the opening of the suggestion boxes.
- 9.1.3. All service delivery complaints shall be handled by the Performance Monitoring and Evaluation and Service Delivery Improvement (PME& SDI) Directorate of the Department.
- 9.1.4. In order to ensure confidentiality, the officials handling complaints shall sign confidentiality agreements with the Department i.e. an oath of secrecy.
- 9.1.5. Employee members handling complaints shall be independent of the issue of the complaint.
- 9.1.6. Where a conflict of interest arises for an employee member involved in the receipt or management of a complaint, the relevant supervisor should be informed and alternate arrangements should be made.
- 9.1.7. To protect confidentiality and privacy, employees involved in handling complaints resolutions must ensure that information is restricted only to those who genuinely needed to know in order to deal with the complaint.
- 9.1.8. Some information about the specific complaint, person or component that the complaint is made about, may need to be disclosed to others during investigation. The complainant should be made aware that this might occur.
- 9.1.9. When a complaint is documented, all details shall be recorded.
- 9.1.10. Action shall be taken on anonymous complaints and general feedback shall be given.
- 9.1.11. Complaints received from the Presidential Hotline will be handled as per Promotion of Access to Information Act, 2000 (Act 2 of 2000), which gives effect to any information held by the State and

any information that is held by another person that is required for the exercise or protection of any rights.

- 9.1.12. Complaints received from the Premier Hotline will be handled as per Promotion of Access to Information Act, 2000 (Act 2 of 2000), which gives effect to any information held by the State and any information that is held by another person that is required for the exercise or protection of any rights.

9.2. EXCLUSION OF COMPLAINTS

The following complaints shall not be dealt with (in terms of this Policy):

- 9.2.1. A complaint under investigation by another branch/sub-branch of the Department, another Government Department, Court or a Statutory Body.
- 9.2.2. In the case of internal clients: if the client has not followed the internal means of resolving the complaint.
- 9.2.3. Criticism or disagreement with the Department's approved Policies themselves rather than the way they are carried out or the negative effects of the Policies

9.3. TIMEFRAME

- 9.3.1. It is expected that written complaints will be acknowledged within five (5) working days, and the proposed timeframe required to resolve the complaint specified.
- 9.3.2. Complainant shall be kept informed of progress towards resolving the complaint through a letter or any other way - that has proof of contact.
- 9.3.3. Except in exceptional cases, all complaints must be attended to within twenty five days (25) from the date of receipt.
- 9.3.4. In case the complaint is not resolved within twenty five days (25) the complainant will be informed about the cause of the delay and the extent of the progress made.
- 9.3.5. A report of complaints, suggestions and compliments shall be submitted to the Executive Management of the Department on a quarterly and annual basis.

9.4. COMPLAINTS OFFICER

The following is applicable:

Assistant Director: Transformation Services in the Districts and the Deputy Director: SDI at Head Office shall serve as Complaints Officers.

Complaints Officers shall be appointed in terms of Human Resource delegations.

9.5. COMPLAINTS DATABASE

Complaints Officers shall keep and up-date the complaints database.

The data collected will be reviewed regularly by the Director: PME & SDI Directorate in order to make recommendations to Executive Management for intervention to improve service delivery.

10. DEFAULT

No deviation of this Policy will be allowed; should any deviation be needed, it will only be allowed with the written permission of the HOD.

11. INCEPTION DATE

The inception date of this Policy is the date of approval of the Policy.

12. TERMINATION AND REVIEW

This Policy will be reviewed after three (3) years or when a need arise.

Should the Policy still be in the review process by the time it lapses, an extension period is applicable and the approved Complaints Management Policy remain valid until the reviewed version is approved.

13. ENQUIRIES AND REPORTING

Enquiries with regard to any matter relating to this Policy shall be forwarded to the Director: Performance Monitoring and Evaluation & Service Delivery Improvement, LDARD. Tel: 015 294 3000.

Performance Monitoring and Evaluation & Service Delivery Improvement is responsible for the timeous review, circulation, advocacy, availability and feedback regarding this Policy document. PME & SDI is responsible for reporting towards oversight bodies in the event of enquiries with regards to this Policy document.

14. POLICY APPROVAL

This policy shall be recommended by the Head of Department and approved by the Member of Executive Council.

Recommended by:



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**Head of Department
(Maisela, RJ)**

2018-02-06
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Date

Approved by:


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**Hon Member of the Executive Council (Acting)
Sekoati, SC (MPL)**

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