



# LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

Department of  
**Public Works, Roads and  
Infrastructure**

|  |   |
|--|---|
| <b>Policy Name</b>                         | <b>Service Delivery Complaint Mechanism</b> |
| <b>The revision/ version of the Policy</b> | <b>01</b>                                   |
| <b>Domain</b>                              | <b>Monitoring and Evaluation</b>            |

# TABLE OF CONTENTS

|   |   |
|---|---|
| 1. Acronyms   | 1 |
| 2. Introduction                                     | 2 |
| 3. Purpose and Objectives of the Policy             | 3 |
| 4. Authority of the Policy                          | 3 |
| 5. Legal Framework                                  | 3 |
| 6. Scope of Application                             | 4 |
| 7. Definitions                                      | 5 |
| 8. Policy Pronouncement                             | 5 |
| 8.1. Guiding Principles                             | 5 |
| 8.2 Handling of Complaints                          | 5 |
| 8.3. Exclusion of Complaints                        | 6 |
| 8.4 Departmental Complaint Procedure                | 7 |
| 8.5 Classification of Complaints                    | 7 |
| 8.6 Compliants through the suggestion box           | 7 |
| 8.7 Opening of suggestion box                       | 8 |
| 9. Default  | 9 |
| 10. Inception Date                                  | 9 |
| 11. Termination and Review Conditions of the Policy | 9 |
| 12. Enquiries                                       | 9 |

## 1. ACRONYMS AND ABBREVIATIONS

|                |  |
|----------------|--|
| <b>LDPWRI</b>  | : The Limpopo Department of Public Works, Roads and Infrastructure |
| <b>PSC</b>     | : Public Service Commission  |
| <b>PSR</b>     | : Public Service Regulations                                       |
| <b>DPSA</b>    | : Department of Public Service and Administration                  |
| <b>M&amp;E</b> | : Monitoring and Evaluation  |
| <b>MPSA</b>    | : Ministry of Public Service and Administration                    |
| <b>EA</b>      | : Executive Authority  |

## **2. INTRODUCTION**

In line with Section 195 of the Constitution of the Republic of South Africa, Act No.108 of 1996, the Department of Public Works, Roads and Infrastructure subscribes to the Principle of Public Services Administration with regards to transformation of Service Delivery and monitoring the adherence to Batho Pele Principles by Departments by committing themselves through the following principles i.e.

- a. The Department promises to welcome all complaints
- b. To investigate complaints thoroughly and fairly
- c. It commits itself to offering a redress and where possible, will find a solution.
- d. To use the information to improve Service Delivery

### **2.1 Monitoring of fairness**

- a. To ensure that fairness is applied when dealing with complaint, survey will be conducted of customers who have complained

### **2.3 Confidentiality**

- a. All committee members will sign the oath of secrecy to ensure that all complaints are kept confidential.
- b. Information will be restricted to those persons to deal with the complaint.

## **3. PURPOSE AND OBJECTIVE OF THE POLICY**

### **3.1 PURPOSE OF THE POLICY**

- a) To manage complaints, compliments and suggestions by ensuring that standard and measures as set out by the Department.
- b) The policy shall provide an efficient, fair and accessible mechanism for resolving Service Delivery Complaints in accordance with the principles of natural justice
- c) To make people aware of the existence of Suggestion Boxes in the Department
- d) To outline process to be followed in handling Complaints

### **3.2 OBJECTIVES OF THE POLICY**

- a. Increasing participation of Citizens on matters that affect them to the improvement of the Department's delivery of services;
- b. Redress from the negative practices of all parties involved
- c. Handle Complaints responsively, openly and in a timely manner
- d Offer an opportunity for the customers to make a choice and contributions
- e. Improving the quality of life of all Citizens in terms of the strategic objectives of the Department of Public Works, Roads and Infrastructure
- f. Accelerate Service Delivery and the Transformation Strategic process.

### **4. AUTHORITY OF THE POLICY**

This policy is authorized and issued by the Executive Authority for Limpopo Provincial Department of Public Works, Roads and Infrastructure (LPDPWRI).

### **5. LEGAL FRAMEWORK**

- a) The Constitution of the Republic of South Africa, 1996 chapter 10 Section 195
- b) The White paper on the Transformation of the Public Service, 1997
- c) The Labour Relation Act (Act no.66 of 1995)
- d) Public Service Act (1994)
- e) Public Service Regulations (2016)
- f) Employment Equity Act no 55 of 1998
- g) Basic Conditions of Service Act no 75 Of 1997
- h) Promotion of Administrative Justice Act (PAJA)
- i) Promotion of Access to Information Act no 02 Of 2000 (PAIA)

## 6. SCOPE OF APPLICATION

6.1 This policy is applicable to all complaints, compliments and suggestions that are lodged in Department.

6.2 Applicable to employees and external clients of the Department of Public Works, Roads and Infrastructure who are dissatisfied with the services offered or suggesting improvements on Service Delivery and or Complementing the Department for good Service Delivery.

## 7. DEFINITIONS

- (a) **Complaint** – is defined as the dissatisfaction, displeasure, disapproval or disconnect expressed verbally or in written by any person about the specific complain services been rendered and or service been provided within Department.
- (b) **Compliment**- is any expression or praised, commendation or admiration given by any person on services been rendered and or service been provided within the Department.
- (c) **Suggestion**- is any proposal made or an idea that has been put forth by any person to improve the services been rendered and or services been provided within the Department.
- (d) **Client** – any person or body who accesses a Departmental service.
- (e) **Complain** – an expression of dissatisfaction with a service provided, a decision made or action taken
- (f) **Committee**- a group of persons assembled for the accomplishment of some specific purpose typically with formal protocols

## **8. POLICY PRONOUNCEMENT**

### **8.1 GUIDING PRINCIPLES**

The Department must have an effective system in place to manage complaints, compliments and suggestions in accordance with the following principles:-

#### **8.1.1 Customer focus**

The Department must be committed to effective complaint, compliment and suggestion management and value the feedback received from users through these mechanisms.

#### **8.1.2 Visibility**

Information about how and where to complain or give a compliment or suggestion must be well publicized to employees and clients.

#### **8.1.3 Accessibility**

It must be made as easy as possible for users to lodge a complaint or give a compliment or make a suggestion. The employees and clients should be encouraged to complain or give a compliment or make a suggestion at the point of service. All attempts should therefore be made to reduce potential barriers to access such as race, language, literacy, attitude, etc. An easy to understand complaint, compliment and suggestion procedure is desirable because it is then likely to also be more accessible for vulnerable groups such as blind and deaf people and illiterate people, as well as being easier to use by those managing it.

#### **8.1.4 Responsiveness**

Complaints are acknowledged promptly, addressed according to urgency, and the employees and clients are kept informed throughout the process. This can help prevent dissatisfaction growing or further complaints arising about delays. Where a delay is unavoidable, employees and clients should be kept informed of progress and told when an outcome can be expected.

#### **8.1.5 Objectivity and fairness**

Once a complaint is made, the procedure should ensure that different points of view from the employees and clients and that of the respondent are listened to and investigated without prejudice. All investigations should also be conducted in an open and non-defensive way.

#### **8.1.6 Confidentiality**

Employees and clients right to confidentiality of all information pertaining to his/her complaint must at all times be respected. Employees and clients expressed consent is not needed if His / her personal information is required to investigate a complaint. However, services must be taken throughout the complaints management procedure to ensure that any information disclosed about the employees and clients is confined to that which is relevant to the investigation of the complaint and only disclosed to those people who have a demonstrable need to know it for the purpose of investigating the complaint.

### **8.1.7 Remedy**

The Department must provide a remedy to the employees and clients who have lodged a complaint in cases where the investigation report indicated that a remedy is required. Effective communication during the entire redress process is essential.

### **8.1.8 Review**

The complaint management system should offer opportunities for internal and external review and/or appeal about the establishment's response to the complaint. Employees and clients must be informed about these review and/or appeal mechanisms.

### **8.1.9 Accountability**

Accountabilities for complaint management are clearly established, and complaints and the responses to them are monitored and reported to management and other stakeholders.

### **8.1.10 Continuous improvement**

Complaints, compliments and suggestions are a source to trigger improvement within department establishments.

## **8.2 Handling of Complaints**

**8.2.1** All workplace and service points shall have Suggestion Boxes to be opened on monthly basis by the committee elected.

**8.2.2** Committee shall be appointed in terms of Departmental policy

**8.2.3** In order to ensure confidentiality the officials handling complaints shall sign confidentiality agreements with the Department i.e. oath of secrecy

**8.2.4** Employee members handling complaints shall be independent of the issue of the complaint

**8.2.5** 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

**8.2.6** To protect confidentiality and privacy, employee involved in handling Complaints in the committee must ensure that information is restricted only to those who genuinely need to know in order to deal with the complaint

**8.2.7** When a complaint is documented all details shall be recorded.

**8.2.8** Action shall be taken on anonymous complaints and general feedback shall be given.



**8.2.9** Complaints with special needs must be offered reasonable assistance to make their complaint taken.

**8.2.10** Complaints received from the Presidential / Premier Hotline will be handed in to the committee for further handling or will be directed to office of the premier.

### **8.3 Exclusion of Complaints**

The following complaints shall not be dealt with ie:

**8.3.1** A complaint under investigation by another branch / sub-branch of the Department, Government Department, Court or a Statutory Body.

**8.3.2** In the case of internal clients, if the client has not followed the internal means of resolving the complaint.

### **8.4. Departmental Complaint Procedure**

#### **8.4.1 What is a complain**

- a. A Complain is an expression of dissatisfaction, or frustration with the Quality or delivery of service the Department is rendering or conduct of an employee in the work place

#### **8.4.2 Who can complaint?**

- a. A staff member or any other person who has contact ie: services/ visitation for the need of implementation with the Department.

#### **8.4.3 Who is responsible for complaints handling?**

- a. Service Delivery Committee appointed by the Accounting Officer will be responsible for the handling of the complaints.
- b. The Committee shall comprises of the following structure to ensure fairness
  - i. Corporate Governance & Risk Management
  - ii. Unions (only on internal issues)

- iii. 1 Official (Core Services)
- iv. 1 Official (Support Services)
- v. Customer care
- vi. Monitoring and Evaluation Directorate
- vii. Districts representatives
- viii. 1 Official (HoD's Office)
- ix. 1 Official (MEC's Office)
- x. Safe keeping of the key of the suggestion box will be the responsibility of Risk Management

### **8.5 Classification of complaints**

- a. Walk ins
- b. Telephones
- c. Presidential Hotlines
- d. Premier hotlines
- e. Hand written complaints

### **8.6 Complaints through the Suggestion Boxes**

All Departmental buildings / District Offices / Institutions/ Service Delivery points having Suggestion Boxes which are:

- a. Displayed in an area where all customers will have access to it;
- b. Labeled in languages that clients will understand it better;
- c. Kept locked to maintained confidentiality;
- d. Writing materials are attached to every Suggestion Box daily (writing pens, materials and service delivery questionnaires)

## 8.7 Opening of suggestion boxes:

- a. To be opened by Committee on monthly basis
- b. The Committee will identify a specific day of the week for opening it
- c. All the complaints and suggestions will be registered or recorded
- d. File is opened within 48 hours after opening date of the suggestion box.
- e. Acknowledgement of the Complainant within 5 working days after opening date.
- f. Progress relating to full investigation is communicated within 14 working days to the complainants
- g. Investigation of Service Delivery Complaints is finalized within 30 working days and responses on findings are made known to complaint within two working days
- h. Presentation of the implementation progress of the complaints will be directed to management monthly in writing.

**All categories of complaints are welcome that is through post/email etc.**

## 9. DEFAULT

Non-compliance to this policy will lead to your issues not being addressed.

## 10. INCEPTION DATE

The inception date of this policy is a day after the approval.

## 11. TERMINATION AND REVIEW CONDITIONS

The policy shall be reviewed every three (3) years in line with MTSF and when there are new developments or amended in terms of legal mandates.

## 12. ENQUIRIES

Enquiries with regard to any matter relating to this policy will be directed to the Director-Monitoring and Evaluation.

APPROVED / NOT APPROVED

  
MR. MASEBOLA N.D  
MEMBER OF THE EXECUTIVE COUNCIL OF DPWRI

31/05/2020  
DATE

## ANNEXURE A

### Contact numbers for Head Office and Districts

All the correspondences and written complaints can be referred to the following addresses:

THE HEAD OF THE DEPARTMENT  
DEPARTMENT OF PUBLIC WORKS AND INFRASTRUCTURE  
PRIVATE BAG x 9490  
POLOKWANE  
0700  
Telephone number: 015 284 7002/03/04 (Switch Board)

DEPARTMENT OF PUBLIC WORKS, ROADS AND INFRASTRUCTURE  
PRIVATE BAG X9490, POLOKWANE, 0700  
43 CHURCH STREET & 42 PAUL KRUGER  
POLOKWANE 0700

#### Contacts

##### Co-ordinators

1. Deputy Director: Mr.NgwatleK.M: 072 440 1997/015 284 7598  
Email address: Ngwatle KM @dpw.limpopo.gov.za
2. MakalengMJ 082 5237601/015284 7396  
Email address: MakalengMJ@dpw.limpopo.gov.za

THE DISTRICT DIRECTOR-CAPRICORN DISTRICT  
PRIVATE BAG X9378  
POLOKWANE 0700

#### Contacts

1. Director: Ms. Duba M.J: 066 485 1184/015 287 5604  
Email address: Dubamj@dpw.limpopo.gov.za
2. Modiba M: 015 287 5600/082 763 3064  
Email address: ModibaMG@dpw.limpopo.gov.za

**THE DISTRICT DIRECTOR-WATERBERG DISTRICT  
PRIVATE BAG X1028  
MODIMOLLE, 0510**

**Contacts**

- 1. Director: Ms. Kgobe K: 082 864 0137/ 015 718 3000  
Email address: [Kgobek@dpw.limpopo.gov.za](mailto:Kgobek@dpw.limpopo.gov.za)**
- 2. Ngondzweni DJ: 015 718 3000  
Email address: [Ngondzwenidj@dpw.limpopo.gov.za](mailto:Ngondzwenidj@dpw.limpopo.gov.za)**

**THE DISTRICT DIRECTOR -MOPANI DISTRICT  
PRIVATE BAG X576  
GIYANI, 0826**

**Contacts**

- 1. Director: Mr. Baloyi B: 072 308 8021/015 812 1972  
Email address: [BaloyiB@dpw.limpopo.gov.za](mailto:BaloyiB@dpw.limpopo.gov.za)**

**Coordinator:**

- 2. MthombeniJ: 0158114003  
Email address: [MthombeniJ@dpw.limpopo.gov.za](mailto:MthombeniJ@dpw.limpopo.gov.za)**

**THE DISTRICT DIRECTOR -SEKHUKHUNE DISTRICT  
PRIVATE BAG X02,  
CHUENESPOORT  
0745**

**Contacts**

- 1. Director: Ms. Manyelo D: 082 701 7284/015 632 4102  
Email address: [Manyelod@dpw.limpopo.gov.za](mailto:Manyelod@dpw.limpopo.gov.za)**

**Coordinators:**

- 2. Tloana A: 015 632 8300/076 082 1713  
Email address: [TloanaAK@dpw.limpopo.gov.za](mailto:TloanaAK@dpw.limpopo.gov.za)**
- 3. Shai S 015 632 8310/082 546 9581  
Email address: [ShaiS@dpw.limpopo.gov.za](mailto:ShaiS@dpw.limpopo.gov.za)**

**THE DISTRICT DIRECTOR -VHEMBE DISTRICT  
PRIVATE BAG X2248  
SIBASA, 0970**

**Contacts:**

**1. Director: Mr TshindaneT: 082 041 6060/015 963 2531  
Email Address: Tshindanet@dpw.limpopo.gov.za**

**2. Coordinator:**

**MungwediT 076 518 4561/015 963 3790  
Email address:Mungwedita@dpw.limpopo.gov.za**