



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF AGRICULTURE

COMPLAINTS MANAGEMENT POLICY

Ref.: S9/1/P

DATE OF EFFECT: 01 JULY 2010

RECOMMENDED / NOT RECOMMENDED


Prof. AE NESAMVUNI
HEAD OF DEPARTMENT

05/07/10
DATE

APPROVED / NOT APPROVED

COMMENTS: _____


Me. D.B. LETSATSI-DUBA
MEC: LIMPOPO DEPARTMENT OF AGRICULTURE

22/07/2010
DATE

ACRONYMS

<u>LDA:</u>	The Limpopo Department of Agriculture,
<u>PSC:</u>	Public Service Commission
<u>PSR:</u>	Public Service Regulations
<u>DPSA:</u>	Department of Public Service and Administration
<u>MPSA:</u>	Ministry of Public Service and Administration
<u>EA:</u>	Executive Authority

1. DEFINITIONS

- (a) **Complainant** – any client or community member making a complaint, including employees of the department.
- (b) **Client** – any person or body who accesses a departmental services.
- (c) **Complaint** – an expression of dissatisfaction with a service provided, a decision made or action taken

2. PURPOSE

This policy shall provide an efficient, fair and accessible mechanism for resolving service delivery complaints in accordance with the principles of natural justice and ensure that the departments' complaint handling process is transparent

3. LEGAL FRAMEWORK

- a) Constitution of South Africa, 1996,
- b) The White Paper on the Transformation of the Public Service, 1997,
- c) The Labour Relations Act (Act no.66 of 1995),
- d) Public Service Act (1994) and
- e) Public Service Regulations (2001),
- f) Employment Equity Act and
- g) Basic Conditions of service Act
- h) Promotion of Administrative Act (PAJA)
- i) Promotion of Access to Information Act 2000(PAIA)

4. OBJECTIVES

- 4.1 To create awareness at all levels, namely, municipal, 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. 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 complimenting the department for good service delivery

6. POLICY STATEMENT

6.1 HANDLING OF COMPLAINTS

- 6.1.1 All workplaces and service points shall have suggestion boxes to be opened on monthly basis by an appointed committee.
- 6.1.2 Committee shall be appointed in terms of departmental delegations.
- 6.1.3 All service delivery complaints shall be handled by the Service Delivery unit of the department.
- 6.1.4 In order to ensure confidentiality the officials handling complaints shall sign confidentiality agreements with the department i.e. oath of secrecy.
- 6.1.5 Employee members handling complaints shall be independent of the issue of the complaint.
- 6.1.6 Where a conflict of interest arises for a employee member involved in the receipt or management of a complaint, the relevant supervisor should be informed and alternate arrangements should be made.
- 6.1.7 To protect confidentiality and privacy, employee involved in handling complaints resolution must ensure that information is restricted only to those who genuinely need to know in order to deal with the complaint.
- 6.1.8 Some information about the specific complaint, person or component that the complaint is made, may need to be disclosed to others during investigation. The complainant should be made aware that this might occur.
- 6.1.9 When a complaint is documented all details shall be recorded.
- 6.1.10 Action shall be taken on anonymous complaints and general feedback shall be given.
- 6.1.11 Complainants with special needs must be offered reasonable assistance to make their complaint.
- 6.1.12 Complaints received from the Presidential Hotline will be handled in terms of the guidelines provided by the Presidency.

6.2 EXCLUSION OF COMPLAINTS

- 6.2.1 The following complaints shall not be dealt with:
 - 6.2.1.1 A complaint under investigation by another branch/sub-branch of the department, Government Department, Court or a Statutory Body.
 - 6.2.1.2 In the case of internal clients, if the client has not followed the internal means of resolving the complaint.
 - 6.2.1.3 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

6.3 TIME FRAME

- 6.3.1 It is expected that written complaints will be acknowledged within five working days, and the proposed timeframe required to resolve the complaint is specified.
- 6.3.2 Complainants shall be kept informed of progress towards resolving the complaint.
- 6.3.3 Except in exceptional cases all complaints must be attended within thirty (30) days from the date of receipt.
- 6.3.4 A report on complaints, suggestions and compliments shall be submitted to the management of the department on quarterly basis on.

6.4 COMPLAINTS OFFICER

- 6.4.1 Service delivery co-coordinators in the districts and the Deputy Manager: Customer Care at Head Office shall serve as Complaints Officers.
- 6.4.2 Complaints officers shall be appointed in terms of departmental delegations.

6.5 COMPLAINTS DATABASE

- 6.5.1 Complaints officers shall keep the complaints database.
- 6.5.2 The data collected will be reviewed regularly by the Service Delivery Improvement unit in order to make recommendations to Management for intervention to improve service delivery.

7. POLICY REVIEW

The policy shall be reviewed after every three years or as and when a need arise with the permission from the MEC.