



COMPLAINTS RESOLUTION PROCEDURE

Introduction:

This procedure is applicable to complaints lodged by CID members, ratepayers, residents, and visitors to the area related to the conduct or capacity of CID employees or a member of the Board of Directors, or the manner in which the CID delivers its services within the CID boundary. It also extends to employees of the CID's contracted service providers.

Notes:

Should a complaint relate to the conduct or capacity of employees of the CID's contracted service providers, the CID Manager will receive the complaint and ensure that the matter is appropriately investigated and addressed in terms of the service provider's internal policies and procedures. The CID Manager will provide feedback to the complainant and facilitate any meeting that may be required between representatives of the service provider and the complainant.

Should the complaint relate to the conduct or capacity of the CID Manager or a member of the Board of Directors, such complaint must be addressed to the **Clifton CID Board Chairperson**.

Should the complaint relate to the levying of the CID rate, or any item related to the CID's establishment and existence, such complaint must be addressed to the **Manager: City Improvement Districts – Spatial Planning and Environment, Joepie Joubert on email: Joepie.joubert@capetown.gov.za**.

Should the complaint relate to allegations of financial or other irregularities that may result in a forensic audit being initiated, such complaint must be addressed to the **City of Cape Town Fraud Hotline - 0800 32 31 30, email: Fraud.hotline@capetown.gov.za**.

Complaints resolution process:

The stages below will be followed for any complaints received by the CID:

Stage one:

- The CID Manager will receive the complaint in writing. Complainants using WhatsApp will be requested to place their complaint in writing either on an email or a document so that records may be kept in the CID database.
- Should the complaint be against the CID Manager or a member of the Board of Directors, the complainant must address the complaint to the Board Chairperson in writing (contact details available on the website).
- Should the complaint be against the Board Chairperson, the complainant must address the complaint to the Manager: City Improvement Districts – Spatial Planning and Environment.

Stage two:

- The CID representative receiving the complaint will contact the complainant in order to gather all relevant information and to ascertain what outcome the complainant believes is appropriate.

- The CID representative will investigate the complaint, conduct the necessary investigations, or instruct the contracted service provider to investigate, depending on who the complaint is directed towards, and will attempt to resolve the complaint within five (5) working days of the complaint being presented.
- If the complaint is resolved, the solution shall be recorded on the complaints form and filed in the CID complaints records database.
- If the complaint has not been resolved to the complainant's satisfaction within five (5) days, the complainant is entitled to escalate the matter to the **Manager: City Improvement Districts – Spatial Planning and Environment** (if the Chairperson is the CID representative dealing with the complaint) or the **CID Board Chair** (if the CID Manager is the CID representative dealing with the complaint).
- If the complaint is directed to the Manager: City Improvement Districts – Spatial Planning and Environment, he / she will agree a timeline for the complaint to be investigated and feedback provided.
- If the complaint is directed to the City of Cape Town's Fraud Hotline, the complaint will be dealt with in accordance with the provisions of the City of Cape Town Fraud Prevention Policy.

Stage 3:

- Should the complaint not be resolved to the complaint's satisfaction, he / she is entitled to exercise rights to seek remedy under applicable law.

Related documents:

1. CID policy and bylaw
2. City of Cape Town Fraud Prevention Policy
3. Clifton CID Board of Directors Code of Conduct



COMPLAINTS REPORT FORM

Individual lodging complaint (name and contact details):	
Complaint received on:	
Investigations conducted on:	
Name of person handling the complaint:	

1. Summary of complaint:	
2. Outcome required by complainant:	
3. Summary of investigation findings (use additional pages as necessary and attach to this document):	
4. Complaint resolved:	<input type="checkbox"/> yes <input type="checkbox"/> no
5. If yes, has a written outcome of the complaint investigation been received and acknowledged by all parties?	<input type="checkbox"/> yes <input type="checkbox"/> no
6. If not resolved, has the complainant been advised of escalation mechanisms?	<input type="checkbox"/> yes <input type="checkbox"/> no
7. Any further action required	<input type="checkbox"/> yes <input type="checkbox"/> no Details of further action required:

FOR THE CLIFTON CITY IMPROVEMENT DISTRICT

DATE