



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

STANDARD OPERATING PROCEDURES (SOPs) FOR THE MANAGEMENT OF COMPLAINTS, COMPLIMENTS AND SUGGESTIONS IN LIMPOPO PROVINCIAL TREASURY

Ismini Towers, 46 Hans Van Rensburg Street. POLOKWANE, 0700, Private Bag X9486, POLOKWANE, 0700
Tel: (015) 298 7000, Fax: (015) 295 7010 Website: <http://www.limpopo.gov.za>

The heartland of southern Africa - development is about people!

TABLE OF CONTENTS

ACRONYMS AND DEFINITIONS	3
1. PREAMBLE	4
2. INTRODUCTION	4
3. BACKGROUND	4
4. PROCESS FOR MANAGING CUSTOMERS’ COMPLAINTS, COMPLIMENTS AND SUGGESTIONS	5
4.1. Complaints.....	5
4.2. Resolving and Redress of complaints.....	8
4.3. Monitoring and statistical data on complaints.....	9
5. COMPLIMENTS AND SUGGESTIONS	10
5.1. Recording of compliments and suggestions.....	10
6. COMPLAINTS MANAGEMENT PROCESS FLOW CHART	11
Annexure A: Complaints, Complement or Suggestions form.....	12
Annexure B: Register for Complaints, Complement or Suggestions	13
Annexure C: Complaints Management Monitoring Tool.....	14
7. REVIEW	
CONDITIONS	15

ACRONYMS & DEFINITIONS

ACRONYMS

CCCMF : Citizen Complaints and Compliments Management Framework

CM & SD I: Change Management and Service Delivery Improvement

DPSA : Department of Public Service and Administration

TOR : Terms of Reference

WPOTPS : White Paper on Transforming Public Service

DEFINITIONS

Anti-corruption complaints: Are complaints from the individuals internally and externally regarding maladministration, dishonesty, improper behaviour and financial misconduct by Limpopo Provincial Treasury employees.

Client: Any person or body who accesses departmental services

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

Complainant: Any client/customer or citizen logging a complaint, including employees of Limpopo Provincial Treasury.

Customer Care Staff: Refers to a dedicated employee who is assigned to work with clients/customers who have complaints, orders, or require information about the services rendered in the department.

Complaints Officer: An official appointed to handle complaints in the department.

Investigator: Employee who track the root cause and possible solution of the complaint.

Service delivery complaints: Are those complaints logged due to inadequate

distribution of basic services such as water, sanitation, electricity, health, roads, education and housing.

1. PREAMBLE

The White Paper on Transformation of Service Delivery calls for the implementation of Batho Pele Principles, of which Redress is one of them. The White Paper further states that if the promised standard of service is not delivered, citizens should be offered, a full explanation, a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response

It should be noted that this procedure manual intends to handle complaints due to dissatisfaction as a result of the level of services received. Complaints that relates to anti-corruption would be referred directly to the relevant unit, which is Security Services Directorate within Corporate Management Services for further handling. The same Directorate will handle anti-corruption complaints from the Premier and National Anti-corruption Hotline as per the directorate mandate.

2. INTRODUCTION

This procedure manual seeks to provide guidance on how best the department can enhance and deal with incidences from internal and external customers. It shall outlines the steps to be taken in order to address the citizens' complaints as well as compliments with regard to the level of service delivered and the service standards. It further shows that the department is committing to be more responsive to its customer's needs and expectations.

3. BACKGROUND

Chapter 10, Section 195 of the Constitution of the Republic of South Africa has specified the democratic values and principles that must govern Public Administration. In order to give effect to this constitutional mandate, the Department of Public Service

and Administration (DPSA) has developed the White Paper on Transforming Public Service (WPOTPS) in order to provide a policy framework and practical implementation strategy for transforming public service.

The WPOTPS asserts that public service is committed to service excellence in how services are delivered in a day-to-day operations to the citizens. It further avows that government institutions must ensure that the promised level and quality of service is always on the highest standard, responding swiftly and sympathetically when standards of service fall below the promised standards.

When numerous challenges arise, and citizens' expectations are not met in a timely manner, citizens need to be given avenues to communicate with the department so as to resolve their complaints and dissatisfaction in order for the department to redress and also improve on service delivery processes and systems. Hence DPSA has developed a Citizen Complaints and Compliments Management Framework (CCCMF), 2013 to give effect to one of the eight Batho Pele Principles, which is Redress.

Public Service Regulations, 2016 also emphasized that the Executive Authority shall established and sustain a service delivery improvement programme which stipulates a mechanism for managing complaints. Office of the Premier in Limpopo Provincial Government has developed and approved the Service Complaint Procedure 2018/19 – 2020/21. Subsequently, Limpopo Provincial Treasury has followed suit by developing this draft procedure manual as an enabler in the implementation of the CCCMF, 2013.

4. PROCESSES FOR MANAGING CUSTOMERS' COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

4.1. Complaints

The following three stage process, shall be completed within 25 working days from the time a complaint is lodged with the department:

1st Stage: Immediate Attention and Resolution

- The customer care staff will be the staff member(s) appropriately selected for receiving complaints,

- The customer can lodge a complaint verbally by speaking to the person responsible for dealing with complaints (i.e. customer care staff) who will complete a complaint, compliment or suggestion form (see Annexure A),
- Complaints can be lodged in writing by filling in the complaint, compliment or suggestion form and gives it to the customer care staff or place it in the complaint, compliment or suggestion box that is situated at the reception area of each departmental buildings.
- Complaints can also be emailed at complaints@treasury.limpopo.gov.za or posted in the provided addresses
- Customer Care Staff shall comply also with the special needs of people with disabilities (accessible with ramps).
- In instances of a verbal complaint, the customer care staff shall attempt to resolve the initial complaints lodged by the customers,
- He/she will record, upon consent the name of the complainant; the nature of complaint; the action taken; the citizen's response; place and date,
- He/she shall provide the complainant with a reference number and contact details,
- He/she shall acknowledge verbal complaints immediately or within 24 hours,
- Ensure that complaints are resolved at the first level of contact,
- If verbal complaints is not resolved, the complainant shall be assisted to submit the complaint in writing,
- The customer care staff shall refer a written complaint to the Complaints Officer within the department.

2nd Stage: Complex Investigation

- Complaints Officer shall acknowledge the receipt of the complaint in writing or telephonically (date and time must be recorded) within 5 working days,
- When a complaint is acknowledged, the complainant shall be informed of:
 - The reference number allocated to the complaint,
 - The estimated time it will take to resolve the complaint,

- Complaints Officer investigates the complaint from the citizen/customer who is dissatisfied in order to ascertain the legitimacy of the problem,
- The Complaints Officer shall request that the complainant provide more full facts that will assist in making decisions to resolve the problem,
- He/she gathered and consolidate the information into a report that will highlight also a decision taken,
- The complaint shall be resolved within 15 working days from the date it was received from stage 1,
- If the written complaint cannot be resolved within 15 working days, the Complaints Officer shall escalate it to the third stage for internal review,
- The Complaints Officer shall accordingly advise the complainant in writing of the escalation,
- Alternatively, if the department needs more than 15 working days to resolve the complaint in this phase, he/she will write to the complainant to explain why and when a response can be expected,
- A copy of such a letter shall be sent to the Head of Department (HoD) for noting,
- The Complaints Officer shall ensure that the solution is consistent with the constitutional mandate and existing policies of the department and Batho Pele principles,
- Complaints, compliment or suggestions dropped in the suggestion box, such a box shall be opened on a weekly basis by the delegated staff members,
- A notice of the schedule for opening of boxes shall be displayed on to or next to the box,
- All complaints, compliments and suggestions received either through emails, post or from the suggestion box should be read and the details thereof recorded in the complaints register (see annexure B)
- They shall be assessed immediately upon receipt to identify the severity/risk and the appropriate course of action that should be considered,
- Priority will be given to resolving complaints that have high risk and which must be escalated to Complaints Officer with immediate effect who will in turn escalate it for internal review.

3rd Stage: Internal Review

- The Complaints Officer shall escalate the complaint to higher authority, the Accounting Officer or his delegate(s) if the complainant is dissatisfied about the response,
- The higher authority shall conduct further investigation and review the complaint,
- He/she will take a fresh look at the evidence and not merely rely on the findings of the 2nd stage,
- The Accounting Officer shall ideally takes not more than 10 working days to review a decision, from the time that it was received from stage 2,
- The response to the complainant shall be clear, appropriate and respond to the issues raised in the customer's original complaint,
- The Accounting Officer or someone delegated by the Accounting Officer in the department signs off on the solution,
- The Accounting Officer shall also advise the complainant of his/her right to be referred to the independent review statutory body, should the complainant not be satisfied with the outcome of stage 3. The Independent Review Body refers to the Public Protector, Public Service Commission or other mandated statutory institution.

4.2. Resolving and Redress of complaints

- The complaint will be resolved and the final outcome of the investigation conveyed to the complainant within 25 working days from the date the complaint was received,
- If the complexity of the investigation requires an extension of the 25 days period, the complainant will be provided with a progress report within 25 working days and an estimated date for final response,
- The department shall redress by:
 - Inviting the complainant to a redress meeting. A letter/report/minutes of the meeting shall be provided to the complainant,

- Apologizing, providing explanation and acknowledgement of responsibility,
- Introduce the remedial action, which may include review of the service provided to the customer,
- The department shall view the complaint as resolved under the following circumstances:
 - Customer satisfied/Redress done: The complainant indicates that he/she accepts the department's response regarding the complaint. If a complaint cannot be resolved to the satisfaction of the complainant, his/her reasons will be carefully documented as well as the attempts that were made to resolve the complaint,
 - Litigation: A complainant indicates during the redress meeting that he/she is not satisfied with the resolution and is going to take the legal action against the department,
 - Complainant cannot be traced: If additional information is required in order to investigate the complaint or to give redress, and the complainant was contacted once a week for three consecutive weeks without success, the complaint will be seen as resolved. The dates and the methods used to contact the complainant will be documented as such.

4.3. Monitoring and statistical data on complaints

- The forum for reviewing complaints, compliments and suggestions shall consist of the following members:
 - Director: Transformation Services (Secretariat)
 - The complainant officer (Deputy Director: CM & DSI)
 - Designated Customer Care Staff member and,
 - Some designated members of Batho Pele Forum (Chairperson)
- The terms of reference (TOR) for the forum will be:
 - In order to ensure confidentiality, all officials handled complaints shall sign the oath of secrecy with the Department,
 - To ensure that the department' complaints are investigated according to this procedure manual,

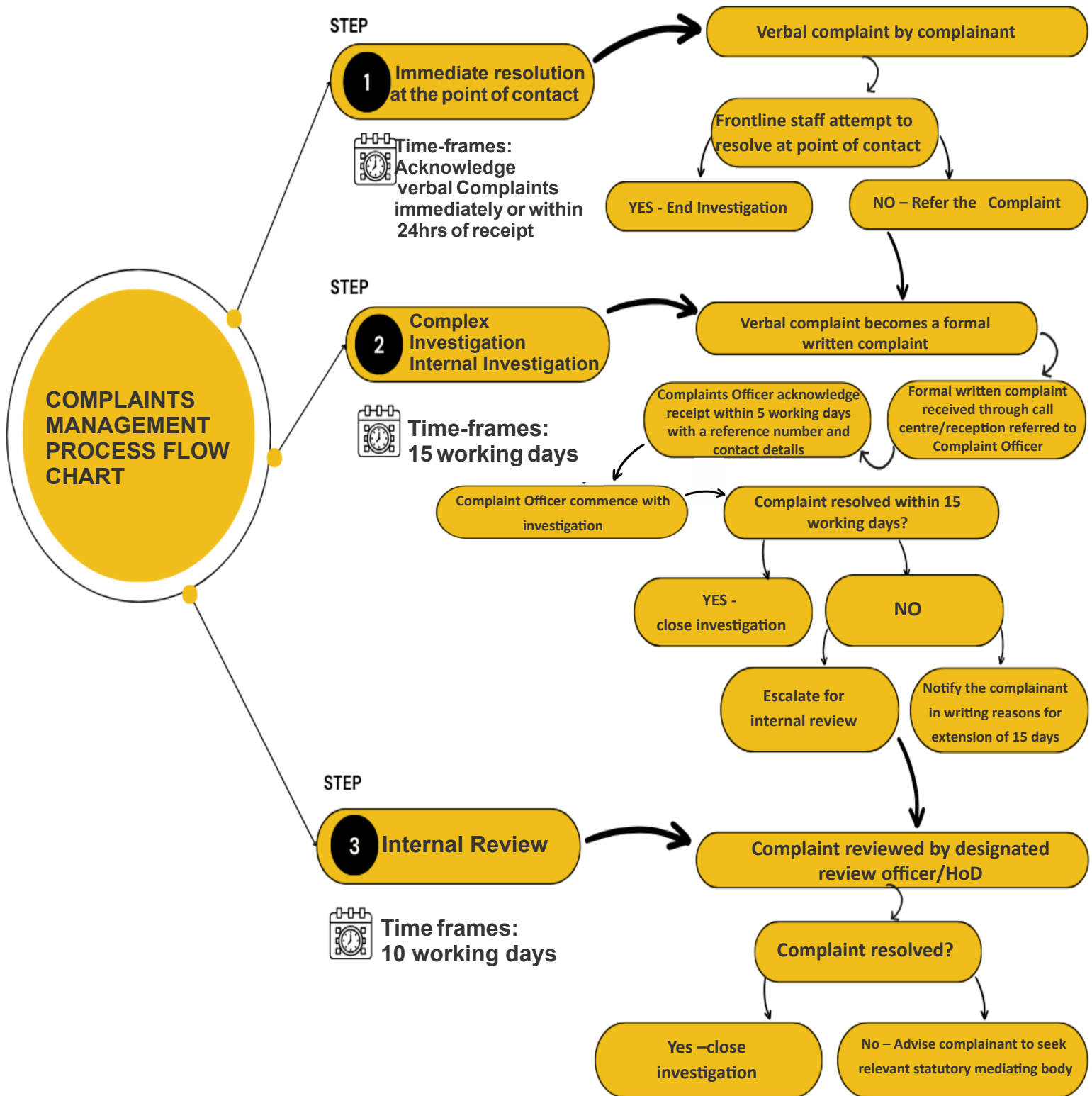
- To review all complaints received as well as to follow-up on unresolved complaints
 - To monitor response timelines. All complaints received must be acknowledged within 5 working days and complaints must be resolved within 25 working days,
 - To give recommendations in cases where the complaints procedures were not properly followed,
 - To record the minutes of all meetings held,
 - To review statistical data on complaints and act accordingly. This review must include Quality Improvement Plan for addressing the gaps as identified in the report on the categories of complaints that showed a high prevalence
- The Batho Pele forum will meet quarterly
 - Transformation Services Directorate will serve as a secretariat,
 - A chairperson will be nominated from the Batho Pele forum,
 - All documents relating to each complaint (including original complaint letter and other correspondence) shall be filed in the complaints file,
 - Annexure C (i.e. monitoring tool on complaints, compliments and suggestions) Complaints shall be reported departmentally on a monthly basis and to Office of the Premier on a quarterly basis.

5. COMPLIMENTS AND SUGGESTIONS

5.1. Recording of Compliments and Suggestions

All compliments and suggestions shall follow the similar procedure of recording in the compliments and suggestion register or captured on the web-based/stand-alone software for managing complaints, compliments and suggestions

6 COMPLAINTS MANAGEMENT PROCESS FLOW CHART





PROVINCIAL TREASURY

ANNEXURE A

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS FORM

Fill in this form and drop it in the suggestion box provided in all the departmental workplaces or email it to: compliments@treasury.gov.za

1. PERSONAL DETAILS OF THE COMPLAINANT

Title.....Last Name.....First Name(s).....Male/Female

District/Municipality.....Physical Address.....

Contact details: (Work)..... (Mobile).....(Email address).....

Are you the person affected by the complaint? **Yes/No**

If not, please advise the relationship to the person affected by the complainant.....

If you are acting on someone’s behalf, please provide his or her details below:

Title:.....Last Name.....First Name(s).....Male/Female

Physical Address.....Code.....

Contact details: (Work).....(Mobile)..... (Email address).....

2. CUSTOMER COMPLAINT/COMPLIMENT/SUGGESTION (If the space provided is insufficient, you can write the information in a separate piece of paper)

.....
.....
.....
.....

Have you ever raised your complaint with us before? **Yes/No**

If yes, provide the ref no.....name of the person assisted you (if any)and the date.....

.....
Complainant Initials and Surname Signature Date

The personal information provided above will be handled in line with the POPI Act



ANNEXURE B
REGISTER FOR COMPLAINTS, COMPLIMENTS AND SUGGESTION

Financial Year-----

DATE AND MONTH	CASE NO/ REFERENCE NO	NAME OF COMPLAINANT	GENDER		DISABILITY		CONTACT DETAILS	NATURE OF COMPLAINT	NAME OF CUSTOMER CARE STAFF	REFERRAL OR CLOSED
			M	F	Yes	No				



PROVINCIAL TREASURY

ANNEXURE C: COMPLAINTS MANAGEMENT MONITORING TOOL

Financial Year-----

MONTH:	NO OF COMPLAINTS RECEIVED	NO OF COMPLAINTS RESOLVED	NO OF COMPLAINTS NOT RESOLVED	NO OF COMPLAINTS RESOLVED WITHIN 25 WORKING DAYS	NO OF COMPLAINTS NOT RESOLVED WITHIN 25 WORKING DAYS	METHOD USED TO LODGED COMPLAINTS				ACTION TAKEN OUTCOME
						<i>Verbal</i>	<i>Written</i>	<i>Email</i>	<i>Premier/ Presidential Hotlines</i>	
April										
May										
June										
July										
Aug										
Sept										
Oct										
Nov										
Dec										
Jan										
Feb										
March										
TOTAL										

7. REVIEW CONDITIONS

This Standards Operating Procedures will be revised when deemed necessary by the Head of Department.



Mr. GC Pratt, CA (SA)
Head of Department

13/2/2023
Date