

Complaints Procedure

Introduction:

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

Notes:

Should a complaint relate to the conduct or capacity of employees of the OBSID's contracted service providers, the OBSID 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 OBSID 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 OBSID Manager or a member of the Board of Directors, such complaint must be addressed to the OBSID Board Chairperson.

Should the complaint relate to the levying of the OBSID 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.

Complaints resolution process:

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

Stage one:

- The OBSID 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 OBSID database.
- Should the complaint be against the OBSID 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).

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- Should the complaint be against the Board Chairperson, the complainant must address the complaint to the Manager: City Improvement Districts – Spatial Planning and Environment (as per address above).

Stage two:

- The OBSID representative receiving the complaint will contact the complainant to gather all relevant information and to ascertain what outcome the complainant believes is appropriate.
- The OBSID 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 OBSID 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 OBSID representative dealing with the complaint) or the OBSID Board Chair (if the OBSID 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.

Stage 3:

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

Related document/s:

1. City of Cape Town CID policy and bylaw

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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:

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