



TO: ALL THE EMPLOYEES OF THE SAPS

ARE YOU AWARE OF THE SAPS'S NEWLY ESTABLISHED NATIONAL SERVICE COMPLAINTS CENTRE?

1. The newly established SAPS Service Complaints Centre, which forms part of the Component: Management Intervention Analysis Centre and Service Complaints, is in place to assist the community in receiving optimal service delivery and reducing complaints against the police.
2. Besides for complaints being dealt with on an individual basis, an aggregation of all complaints is also done with a view to identifying trends through analysis, of which the findings are then utilised to inform management to effect corrective action.
3. Any dissatisfaction or disappointment by any person or organisation, locally, regionally and internationally, in relation to the conduct or lack thereof, of the service that was rendered or supposed to have been rendered by the SAPS, as represented by its employees, will be **investigated** to ensure that it is **redressed to the satisfaction of the complainant**.
4. **If need be, the necessary disciplinary steps will be taken against SAPS employees should it be found that they were negligent or unprofessional in their conduct or the service they rendered or did not render.**

➤ Who can contact the SAPS' Service Complaints Call Centre?

Any person, including a minor, who is dissatisfied with the conduct or lack thereof, of service delivery by the SAPS, as represented by its employees.

➤ **Members of the public have two options to lodge a complaint with the SAPS:**

They can submit their complaint directly to the following institutions in person, or call their nearest provincial Service Complaints Centre:

- Local Police Station's Community Service Centre (CSC)
- Local Station Commander
- Local Cluster Commander's office
- Provincial Complaints Coordinators: Management Intervention

➤ **What type of complaint should be lodged at the SAPS's Service Complaints Call Centre?**

Any matter in which any person experienced dissatisfaction or disappointment in relation to any conduct or lack thereof, of service that was rendered or supposed to have been rendered by the SAPS, as represented by its employees, including some of the following common complaints:

- Police Communication
- Police Response
- Complaints against the SAPS Management or member against member
- Poor Investigation
- Police Negligence
- Police Misconduct
- General Complaints.

➤ **What do I do if I do not receive help from the SAPS's Service Complaints Call Centre?**

The complaint may be escalated to the supervisor at the Complaints Call Centre or, in the case of the Provincial Complaints Coordinators, to the Provincial Commander – Service Complaints

➤ **What is the complaints referral process?**

All service delivery complaints against the SAPS, will be registered and referred to the relevant business unit, i.e. division, province, station, section or unit responsible for investigating it. Depending on the business unit in question and the employee against whom the complaint is directed, the complaint will be normally

referred to and dealt with by the immediate supervisor at the business unit in question.

➤ **What information must I provide to identify myself when calling the SAPS's Service Complaints Call Centre?**

The minimum information that includes, but is not limited to, **the full names and surname of the complainant; his/her identity number; his/her residential address or business address; his/her telephone and cell phone numbers and his/her email address, is required.**

5. A description of the complaint, including the province in which the complaint originated, the name of the police station, the case number (if applicable), and the details of the SAPS's employee/s involved is required. Sufficient details to determine the nature of the complaint, including the recourse required, must also be provided.

Provincial Service Complaints Coordinators: Management Intervention may be contacted on the following numbers:

Province	Telephone no	Cell no	Fax no	Email address
Eastern Cape	040 608 7078	082 301 8275	040 608 7122	complaintsEC@saps.gov.za
Free State	051 411 7880/7815	071 412 2391	051 411 7816	fs.inspect.nodal@saps.gov.za
Gauteng	011 274 7786	086 026 7787	011 274 7792	gpcomplaints@saps.gov.za
KwaZulu-Natal	031 325 5951/4886	079 877 6536	031 325 4952	kzn.complaintscentre@saps.gov.za
Limpopo	015 293 7186	072 149 9927	015 293 7187	lim.complaints@saps.gov.za
Mpumalanga	013 759 1438/1437	082 565 6447	013 759 1461	complaints.mp@saps.gov.za
North West	018 299 7939	082 856 0995	086 628 4267	nw.inspect.complaints@saps.gov.za
Northern Cape	053 802 7400	063 686 5236	053 832 2374	ncprov.complaint.saps@saps.gov.za
Western Cape	021 467 8411	082 469 7721	021 467 8527	wcmi.complaintsnodalpoint@saps.gov.za

6. Although it is advisable for any person to lodge a complaint at respective local police stations, when all attempts to get assistance from a station or provinces have failed, the National Service Complaints Nodal Point must be contacted:

National	Telephone no	Fax no	Email address
SAPS's National Complaints Call Centre	080 033 3177	012 393 5452	complaintsnodalpoint@saps.gov.za

Please note: 10111 may **only** be used **for crime-related emergencies** and **not** for **service delivery complaints** against the SAPS.

The content of the above email must please be brought to the attention of all personnel.

**INTERNAL COMMUNICATION
CORPORATE COMMUNICATION AND LIAISON**