

8. What is the process when dealing with a complaint?

We will mediate between the parties and try to reach a workable solution.

- Sending your information to the relevant department.
- Independent investigations and evaluation of the department's response.
- Liaising with all stakeholders to afford them the opportunity to clarify or provide more information.
- Issuing a preliminary report for comment by the relevant department.
- Facilitating an alternative dispute resolution meeting between the parties with the aim of settling their differences.
- Presenting the Ombudsman's final report and its recommendation to all relevant parties.
- Throughout the entire process maintaining a neutral position and considering all sides of the problem, and recommending corrective action where necessary.

We cannot make binding decisions but can recommend corrective action, such as:

- Adjustment of incorrect accounts.
- Implementing a settlement agreement (a solution agreed to by the parties).
- Provision of written reasons

Contact details:

Tel: 021 400 5487

SMS: 44781 (standard rates apply)

eOmbud: www.capetown.gov.za/eOmbud

Website:

<http://www.capetown.gov.za/ombudscomplaints>

Email:

ombudsdirect@capetown.gov.za

Fax: 021 400 5952

Post: P O Box 298, Cape Town 8000

Counter queries and physical address:

3rd floor, Tower Block,
Cape Town Civic Centre,
12 Hertzog Boulevard

Operating hours:

08:00 - 16:00, Monday to Friday

(excluding weekends and public holidays)

(Wheelchair access via the Ground Floor,
Tower Block, Cape Town Civic Centre,
12 Hertzog Boulevard)

Or

1st Floor, Old Granary Building,
Corner of Harrington & Long Market Street,
Cape Town



Frequently Asked Questions



MAKING PROGRESS POSSIBLE. TOGETHER.

1. What is the Office of the City Ombudsman?

The Office of the City Ombudsman investigates and resolves complaints about the municipality between the municipality and the resident.

The City Ombudsman investigates complaints of maladministration, and against procedures and practices

2. How much does this service cost?

THE OFFICE PROVIDES A **FREE SERVICE** TO RESIDENTS.

3. What issues may the Office investigate?

We may investigate matters where the municipality:

- Did not respond to an enquiry, complaint or other correspondence.
- Provided a poor service.
- Disregarded the principles of Batho Pele (**people first**), resulting in people sent from pillar to post.
- Did not follow procedures on matters that the Office can investigate.
- Has not acted properly or fairly.

We cannot investigate matters concerning:

- Political decisions and conduct of councillors.
- Administrative appeals.
- Labour- or union-related matters.
- Tenders or tender-related matters with the City.

- Complaints about financial irregularities, fraud and corruption (**this should be reported to the City's anti-corruption hotline: (0800 323 130)**)

Once the Office has received your form, we will decide whether the Office of the City Ombudsman is the right place to handle the matter. If not, we will explain why we cannot handle it, and suggest alternative remedies, if any.

4. When should I lodge a complaint with the Office?

The Office acts as a last internal resort and the process is a voluntary option for alternative dispute resolution.

It normally requires confirmation that a complainant has exhausted all available avenues within the line departments first before resorting to the Ombudsman.

For this reason the Ombudsman may refer a complaint to the Customer Relations department or subcouncil as a first port of call.

5. What is the possible timeframe for a response from the Office?

We undertake to acknowledge all communication within two working days.

Depending on the complexity of a complaint, you may expect a further response seven to ten days of receipt of the complaint (unless prescribed otherwise).

Further communication will be sent within seven to ten working days regarding your case reference number as well as the turnaround time (which is dependent on the complexity of the matter).

6. How do I lodge a complaint?

- You can visit our office and complete the complaint form or alternatively e-mail or fax your complaint to us. You must describe the problem: **WHAT HAPPENED, WHO WAS PRESENT AND THE RESPONSE FROM THE DEPARTMENT, IF ANY.**

You may also download the prescribed form online from our City Ombudsman webpage: <http://www.capetown.gov.za/ombudscomplaints> or click on the eOmbud application link <https://web1.capetown.gov.za/web1/oats/> in order to complete the complaint and submit the form online

7. In order for the Office to assist you we need the following:

- A signed letter of consent if you are not the registered owner and a copy of the owner's identity document.

Sufficient information in your complaint: the nature of the matter, the line department (if known), the grounds on which the complaint is based, any other information, and any redress sought.

Attach copies of relevant documents