

- ✚ Treat our officials with courtesy
- ✚ Use our services prudently
- ✚ Observe our working hours and timeframes for delivery
- ✚ Provide officials with full information when lodging a query or requesting information.

Getting into contact with our Department on Service Delivery

We are committed to providing the highest standards of service. To improve continuously the level of service we provide, we are open to suggestions and comments and will use the information you give us to revise and improve our policies and procedures.

We need to know if:

- ✚ You have received outstanding service
- ✚ You feel we are not meeting our service commitments to you
- ✚ You have ideas on how we can improve our service to you

In order to ensure that your needs and expectations are being met, we encourage you to provide us with your comments and suggestions. You may fill in a feedback form which we have made available at our offices, and leave it in the suggestion box provided. We treat all feedback carefully, deal with it promptly and use it to continually improve our service standards.

COMPLAINTS HANDLING:

What if I am not happy with the service provided?

We will investigate complaints in the strictest confidence and will view any complaints as an opportunity to improve our service delivery. This will certainly not affect how we deal with the person who has made the complaint.

Who should I complain to?

Please talk first to the member of staff you have been dealing with. That person should be able to address the problem immediately. However, if we cannot address the matter to your satisfaction, you should follow our complaints procedures.

How do I make a complaint?

You can lodge complaints in person, in writing, by telephoning or by emailing us. We will make sure that your complaint is forwarded to the Batho Pele Champion who will ensure that your complaint is investigated fully and resolved as quickly as possible. Where we can, we will write to you within seven working days. Where this is not possible, we will inform you when you can expect a full reply.

Contact Details

Physical address: Metlife Towers
T- Floor
Cnr Stead and Knight Streets

Postal Address: Private Bag X6102
Kimberley
8300

Tel: (053) 8077300

Fax: (053) 8077328

e-mail: kvdwesthuizen@met.ncape.gov.za

GENERIC SERVICE STANDARDS

Department of Tourism, Environment and Conservation Northern Cape Province

Generic Standards are those standards that are applicable across all sections of the Department

COURTESY and ACCESS

- ⬇ The staff shall treat you with courtesy and respect at all times
 - ⊕ They will be polite, respectful, considerate and friendly
 - ⊕ They shall have a pleasant demeanor
 - ⊕ They shall refrain from acting busy or being rude when clients ask questions
 - ⊕ *The staff shall observe consideration of the property and values of clients and the constitutional values, in all interactions with clients.*
- ⬇ All employees shall wear official nametags whilst on duty
- ⬇ *All staff shall be approachable at all times*
- ⬇ *Mechanisms shall be put in place to ensure that when an official is unavailable, a solution will be offered (alternate contact person; the official will call back)*

- ↓ *Should you have difficulty in understanding the language the staff will make every attempt to accommodate you*
- ↓ *Clear sign posts/directions to and at Public Service institutions are available at all times. All signage at Public Service institutions shall provide clear direction to the relevant unit. All offices will have signage.*
- ↓ *Facilities at all Public service institutions shall provide access for the physically disabled (if possible please let us know about your special needs before your visit to help us help you).*

TELEPHONE ETIQUETTE: when you contact us by phone:

- ↓ The Official will identify themselves and the Office;
- ↓ The telephone will ring not more than 5 times without response;
- ↓ Where a telephone is not answered within 5 rings a caller is diverted to another person or back to the switchboard for taking a message.
- ↓ Customers will not be subject to unnecessary telephone referrals, there shall be a maximum of three referrals, thereafter the person will take down your details and get back to you
- ↓ Will offer to assist and refer to relevant department or organization when necessary;
- ↓ Will relay messages without unnecessary delays;
- ↓ Will respond to promises to clients within 24 hours;

SERVICE DELIVERY COMPLAINTS AND REDRESS

- ↓ Where services were not rendered according to customers' expectations , an apology is tendered within 2 working days
- ↓ Once a client has lodged a complaint, progress relating to the full investigation is communicated within 14 working days.
- ↓ Any verbal complaint is responded to within 2 working days
- ↓ Investigation of service delivery complaints is finalised within 30 days.
- ↓ The right of a client to seek a second opinion is respected and the client is referred to the relevant services within a day.

INFORMATION

- ✚ All employees shall give you the most accurate, up-to-date information available
- ✚ Information to the customers shall be made available at all public places in all provincial languages.
- ✚ Information on government activities is made available on request, within 14 working days.
- ✚ Maintain full confidentiality on all your information.
- ✚ Respect the individual's right to *access to information* in line with the Promotion of Access to Information Act No 2, 2000
- ✚ Assist you with the completion of forms if assistance is required.

CORRESPONDENCE

- ✚ Correspondence is acknowledged within 2 days of receipt.
- ✚ Electronic mail is responded to within 2 days of receipt.
- ✚ Correspondence other than service delivery complaints is responded to within 14 working days

MEETINGS

- ✚ Invitations to meetings are issued 7 days before the meeting
- ✚ Where a scheduled meeting with clients cannot be attended to by an employee, a written apology is submitted 2 days before the meeting unless alternative arrangements are made.
- ✚ Employees shall adhere to the starting time on pre-arranged scheduled meetings