



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

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**TO: DIRECTORS-GENERAL OF NATIONAL DEPARTMENTS
DIRECTORS-GENERAL OF PROVINCIAL ADMINISTRATIONS
HEADS OF DEPARTMENTS**

CITIZEN COMPLAINTS AND COMPLIMENTS MANAGEMENT FRAMEWORK: CIRCULAR NO 1 OF 2013

ROLL-OUT OF THE CITIZEN COMPLAINTS AND COMPLIMENTS MANAGEMENT FRAMEWORK

1. This circular contains information on the roll-out of the Citizen Complaints and Compliments Management Framework for the Public Service.
2. The National Development Plan (NDP) recommends the steps to strengthen delegation, accountability and oversight, among others, as follows:
 - 2.1 Ensure all service delivery points provide clear information on where citizens can go and who they can talk to if they are dissatisfied;
 - 2.2 Require frontline staff to wear nametags to make it easier for citizens to provide feedback on the standard of service they receive.
3. The State of the Nation Address of 2013 commits the DPSA to lead the Public Service in making sure that all departments work closely with communities and ensure that all concerns are attended to before they escalate.
4. The Department of Performance Monitoring and Evaluation (DPME) findings of the Frontline Service Delivery Monitoring Programme of 2012 (based on a few selected sites) have highlighted the general lack of responsiveness to citizens who have logged their concerns in the departments' complaints and compliments

management system. Based on the findings, it has recommended that efforts aimed at improving complaints and compliments management systems be intensified.

5. According to the Public Service Regulations, 2001, the Executive Authority is expected to establish and sustain a Service Delivery Improvement Programme (SDIP) for his/ her department; and that the SDIP should stipulate a system or mechanism for managing complaints.
6. To improve the efficiency and effectiveness of the Public Service, one of the priorities for the Minister for Public Service and Administration (MPSA) is that the departments' complaints and compliments management systems are strengthened; thus improving the government's response to citizen complaints.
7. The Citizen Complaints and Compliments Management Framework is being introduced, among others, to:
 - 7.1 Assist line departments to respond to the priorities and challenges as outlined above;
 - 7.2 Provide a uniform approach to complaints management in the public service;
 - 7.3 Give guidance on how to develop an effective complaints system and set standards that should be used to judge whether existing complaint management systems are adequate;
 - 7.4 Lay down procedures and principles to be followed by departments when developing a complaints management system and the manner in which the actual complaints logged should be handled.
8. All line departments are therefore required to align their existing or new systems, procedures/ processes and policies/ strategies with the Citizen Complaints and Compliments Management Framework **by 30 March 2014**.
9. The Citizen Complaints and Compliments Management Framework can be accessed on DPSA website: www.dpsa.gov.za.
10. Furthermore, as part of the roll out, information sessions will be arranged to capacitate and support line departments with the implementation of the Citizen Complaints and Compliments Management Framework. However, departments are welcome to contact DPSA directly should they have further enquiries on the implementation of the Citizen Complaints and Compliments Management Framework. *For the purpose of arranging information sessions, departments are requested to forward names of their designated contact persons to Naledi Maotoe @ naledi.maotoe@dpsa.gov.za by 26 July 2013.*

Kind regards,


MR. BN NKONTWANA

ACTING DIRECTOR-GENERAL

DATE: 4/7/2013