



Welgemoed City Improvement District (WCID)

Complaints Procedure / Process

Version 3

This procedure distinguishes between:

- **Operational complaints**, being complaints relating to the day-to-day services, operations, staff, contractors, service delivery, or decisions made within the operational mandate of the WCID; and
- **Governance and compliance complaints**, being complaints relating to the governance of the WCID, compliance with applicable legislation, the Memorandum of Incorporation (MOI), the approved Business Plan, or the Service Level Agreement between the WCID and the City of Cape Town.

Operational complaints will be dealt with through the internal complaints process described below. Governance and compliance complaints will likewise be considered through the internal process; however, where you remain dissatisfied after the internal process has been exhausted, you could contact the relevant regulatory and statutory bodies.

Should you have any operational complaint regarding the service of Welgemoed City Improvement District (WCID) personnel and/or service providers, or a governance and compliance complaint the following complaints procedure must be followed:

1. Submission of Complaints

- Report complaint by email to info@welgemoedcid.co.za
- Complaints should include:
 - a. the complainant's name and contact details,
 - b. a clear description of the complaint,
 - c. relevant dates, times, locations, and persons involved where applicable,
 - d. and any supporting information or documentation available.
- Anonymous complaints may be considered at the discretion of WCID but may limit the ability to investigate or provide feedback.

2. Acknowledgement of Complaints

- All complaints received will be acknowledged in writing.
- WCID will keep record of complaints.



3. Review and Response

- The WCID Office and/or Operations Manager will review the complaint and investigate the matter where required.
- WCID will endeavour to provide a written response within 15 working days.
- In some instances, WCID may require to liaise with other external stakeholders. Should there be extended delays in obtaining feedback from external stakeholders, you will be informed accordingly.
- When you have received a response, and it is to your satisfaction, the matter will be considered closed.
- Should you not be satisfied with the response received, and wish to escalate the matter, then you can request that the WCID office (info@welgemoedcid.co.za) and WCID Manager escalate the complaint to the relevant WCID Portfolio Director.
- The WCID Office or Operations Manager will confirm the escalation in writing.
- The relevant Portfolio Director will then deal with your complaint and advise the WCID Office on actions should such be required.
- Written response will be given within a reasonable timeframe taking the nature of the complaint into account as well as the director's personal or work responsibilities permit. Complaints relating, but not limited to, governance and projects are generally more complex than ordinary operational complaints and may require more time to review.
- The WCID Director will act on behalf of the WCID Board, with the necessary consultation.
- Where the complaint relates to an operational matter within the authority of WCID, the decision by the WCID Director shall conclude the internal process.
- A response from WCID does not necessarily imply that the matter can be resolved directly by WCID, particularly where external parties are involved. Where a complaint relates to governance or legislative compliance or obligations arising from the Service Level Agreement with the City of Cape Town, the matter will first be considered through this internal complaints procedure before any external referral is appropriate.

4. External Authorities and Governance Oversight

- WCID may facilitate communication and engagement with external stakeholders where appropriate but cannot compel action by:
municipal departments; the South African Police Service; contractors; service providers; private property owners or third parties
- Certain complaints may fall wholly or partly outside the jurisdiction, statutory authority or operational control of the WCID.



- Complaints alleging governance failures, non-compliance with legislation, the WCID's Memorandum of Incorporation, the approved Business Plan, or the Service Level Agreement with the City of Cape Town should likewise first be addressed through the internal complaints process. If you remain dissatisfied after a WCID Director has issued the final internal determination, you could contact the relevant regulatory and statutory bodies.
- Nothing contained in this procedure prevents a complainant from exercising any rights or remedies available under applicable legislation.

5. Closure of Complaints

- A written response will be the result of the review process of a complaint by WCID management. The provision of such a response does not require agreement with or acceptance of the outcome by the complainant in order for the matter to be regarded as addressed in terms of the process.

5. Conduct During the Complaints Process

- WCID expects all parties participating in the complaints process to communicate respectfully and constructively.
- Abusive, threatening, discriminatory, defamatory, or unreasonable conduct may result in:
 - a. restricted communication,
 - b. limitation of engagement to written correspondence only,
 - c. or referral to the appropriate authority where necessary.

6. General

- WCID reserves the right to amend this procedure from time to time.
- The latest approved version of this Complaints Procedure shall apply.