



## DEPARTMENT OF COMMUNITY SAFETY AND LIAISON

*“Defending the weak”*

### COMPLAINTS MANAGEMENT UNIT

#### Introduction

The KwaZulu-Natal Department of Community Safety & Liaison has a Complaints Management Unit (CMU) within the Monitoring and Evaluation Chief Directorate which deals with complaints relating to service delivery of the police as mandated by Chapter 11 of the Constitution of the Republic of South Africa, 1996.

#### What can the CMU do for you?

The aim of the CMU is to address service delivery complaints against the police to support the raising of service standards. In particular the CMU is tasked with –

- Investigating and processing service delivery complaints against the South African Police Services (SAPS);
- Liaising with the Provincial, Area and Station levels of the SAPS, the ICD and the Justice System in order to resolve complaints against the police;
- Monitoring police conduct in collaboration with the Independent Complaints Directorate (ICD);
- Identifying trends that may re-direct the operations of the Department, the South African Police Services or other Stakeholders;
- Assessing the effectiveness of visible policing in the Province;
- Conducting awareness and information sessions with KZN communities to discuss crime and general policing matters.

The complaints received may be categorized under the following main headings –

- i) complaints about the conduct, service, efficiency and effectiveness of the SAPS by the public;
- ii) Complaints by the SAPS members arising from their organization;

The CMU has recently installed an Electronic Complaints Management System which will enable the unit to expedite the registration, processing and ultimate finalization of complaints, thereby improving the efficiency and effectiveness of complaints management.

#### How can you lodge a complaint?

You can do any of the following:

- Visit our offices at 179 Jabu Ndlovu Street (Loop Street), Pietermaritzburg, 3200. You don't need an appointment to visit our offices during or between 07h30 to 16h30;
- Post your complaint to – The Complaints Management Unit, Department of Community Safety & Liaison, Private Bag X 9143, Pietermaritzburg, 3200;
- Phone us on (033) - 341 9300 or (033) - 341 9323 and ask for the Complaints Management Unit;
- Fax your complaint to us on (033) - 341 9402 or (033) 342 6345;
- Visit our website at [www.kzncomsafety.gov.za](http://www.kzncomsafety.gov.za); or
- E-mail your complaint to us at [dhlaminiq@comsafety.gov.za](mailto:dhlaminiq@comsafety.gov.za) or [msomipn@comsafety.gov.za](mailto:msomipn@comsafety.gov.za).

When you contact us, please be sure to include the following details in your referral:

- your full name and surname;
- your contact details (e-mail, postal, physical and telephone, fax or mobile numbers);
- the name of the police station to which your complaint relates;
- the SAPS case number;
- the date of reporting the case to the police as well as date, time, place of which the incident/s occurs,
- the SAPS official that attended you;
- the description and details of the alleged perpetrator;

We further advise:

- where possible, details of any witness in the matter;
- if you are injured, get a form known as J88 from the police and go to the doctor who will confirm your injuries;
- in the case of rape, do not bath before reporting the matter to the police immediately and insist on assistance to see a doctor as soon as possible for confirmation of the occurrence of the crime and injuries;
- report any crime to the police as soon as possible after the occurrence of the event;
- If you have not been attended to by the police, approach us as soon as possible thereafter.

#### **What will happen after lodging your complaint?**

- Your complaint will be registered, assessed, processed and investigated;
- We will send you a letter of acknowledgement within a period of seven days;
- The letter will have a reference number which you will always quote to us whenever you make enquiries in respect of your complaint;
- An official from this Department will either visit or call you to conduct an interview with regard to your complaint;
- You will be informed on an ongoing basis of the progress and status of your complaint;
- The complaint will be finalized when you are satisfied with all the steps taken to resolve your complaint.

#### **Your opinion about our services**

We would like to hear from you as to how we can improve our services. If you have any suggestions please contact the following Senior Officials:-

1. Adv Shukrat O Makinde  
General Manager: Monitoring and Evaluation, on 082 822 2152 or [makindes@comsafety.gov.za](mailto:makindes@comsafety.gov.za).
2. Mr. Ronald Luvuyo Goniwe,  
Manager: Complaints Management, on 082 331 7364 or [goniwel@comsafety.gov.za](mailto:goniwel@comsafety.gov.za).

#### **COMPLAINTS MANAGEMENT TEAM**

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