

An open opportunity society for all

This charter reflects the commitments and obligations of the Department of Community Safety and its implementation partners in Batho Pele "People First": A better life for all South Africans by putting safety first. It is our commitment to our customers that we will do our utmost to help and provide them with the quality of service they deserve.

You have the right to:

- Be treated with courtesy and respect and in a dignified manner at all times.
- Be consulted about the quality of service expectations.
- Full information upon request in an open and transparent manner.
- Access to prompt and efficient service in accordance with the service delivery standards.
- An apology for and redress should any service lapses occur.
- An assurance of value for money in all services provided.
- Receive protection when you report any police misconduct.
- Ask for a full and fair investigation of every complaint.

We expect you to:

- Be civil and respect the dignity of our official(s) who render the service.
- Be honest in your deliberations with us.
- Submit full and accurate information accompanied by recently certified copies of documentation needed or requested.
- Make yourself available when an official want to meet with you to conduct a full investigation in response your complaint.
- Embark on active application and implementation of plans, initiatives and advice received from the Department.

Our Commitment:

- 24/7 dedicated system to receive reports about police service delivery complaints/complements.
- 24/7 work shift to ensure the presence of traffic law enforcers around the clock.
- We will respond to all your e-mails within (8) working hours.
- We will answer telephone calls within (15) seconds of ringing during office hours.
- We will acknowledge receipt of your letter within (8) working hours.
- We will send a reply within 10 working days. If we cannot give a reply within ten working days, we will explain why and tell you when you can expect a reply.
- When you send in an application or request, we will provide a fair and objective assessment based on the information submitted.
- We will give you informed, useful and constructive feedback.
- Keeping to the timelines we have set for each type of service.

Core Function/Main Services

- **Implement the constitutional and legislative mandate of civilian oversight over law enforcement agencies and to implement both national and provincial policies on safety and security.**
- **Facilitate safety interventions which are responsive to identified community safety needs.**
- **Consolidate the management of systems and processes impacting on the security risk profile of the Western Cape Government.**

Our Service Delivery Standards

- We ensure that police complaints are finalised within the norm of three (3) months as prescribed by the service delivery standards.
- Implement the Expanded Partnership Programme system of CPFs and achieving compliance with the standards of service delivery set for CPFs within the EPP programme.
- Establish Community Safety Forums (CSFs), and where practicable, include existing stakeholder forums with the objective of integrating the newly established CSF with existing structures.
- To implement a number of specialised interventions such as drug abuse, gangs, school safety and youth development.
- Facilitate a partnership aimed at improving the control and management of school safety volunteers through a formal memorandum of agreement with School Governing Bodies empowering them to deal with the appointment and day-to-day monitoring of such volunteers.
- Roll-out of the "Youth for Safety Work Programme" with the aim of having Chrysalis Graduates placed in the programme.
- Strengthening partnership with the City Improvement Districts (CID) and other stakeholders, aimed at the placement of Chrysalis Graduates within an internship at CIDs.
- To facilitate the running of a four (4) (one per quarter) Community Outreach Programmes with Chrysalis Graduates, deploying of Youth in a priority area to clean public areas and promote safety.

Our Service Delivery Standards *continued*

- To provide training and equipment to NHW members to deepen the understanding and knowledge base of community dimensions pertaining to social cohesion and the legislative aspects of their daily functions.
- Continue to advise and support WCG Departments and to enhance safety within the service delivery environments.
- Continue to strengthen, support and champion transversal structures within the WCG associated or capable of alignment with safety and security.



Complaints/compliments details:

via SMS short-code: 35395;
SMS INFO to 35 395; standard rate apply

Twitter: @RewardaCop;
24/7 phone line: (021 483 4332);
email: Policing.Complaints@westerncape.gov.za
Presidential Hotline: 17737

Your voice counts. We want to hear from you. You can tell us how we are doing and performing, or report poor service or misconduct by requesting to see a supervisor. Or you can contact our

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General Enquiries:
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Executive Authority declaration:

I, Dan Plato, commit my Department in terms of Part III, C.2 of the Public Service Regulations, 2001, as amended, to adhere to this Charter:

D Plato

31/03/2014
Date: