

# SERVICE CHARTER

The **Department of Community Safety** is committed through this Service Charter to provide services to you. Let's make service delivery **BETTER TOGETHER**

## WHO WE ARE

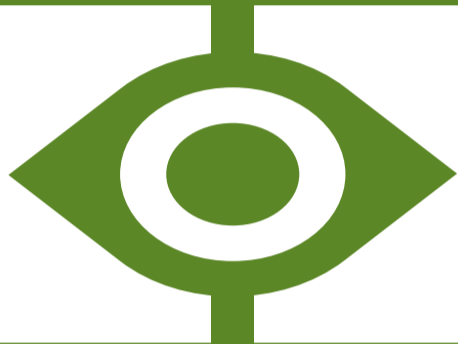
The Department of Community Safety aims to increase safety for all the people in the Province by promoting professional policing through effective oversight, by ensuring the safety at all public buildings and spaces, to facilitate safety partnerships and programmes and to build greater safety and security organisational resilience.

## OUR PURPOSE

In delivering our mandated services, we are striving towards the following standards, which can be divided into various categories:

A safer open opportunity society for all... building resilient communities responsive to safety needs.

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## OUR RESPONSIBILITY TO YOU

- Twitter: @RewardaCop
- 24/7 dedicated system to receive reports about police service delivery complaints/compliments.
- We will acknowledge receipt of your request within 8 working hours.
- We will answer telephone calls within (15) seconds of ringing during office hours.
- We will respond to all your e-mails 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.



## YOUR RESPONSIBILITY TO US

### 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.

## CUSTOMER RIGHTS

- 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.

## HOW TO REPORT POLICING COMPLIMENTS OR COMPLAINTS

- Twitter: @RewardaCop
- 24/7 phone line: 021 483 4332
- Email: Policing.Complaints@westerncape.gov.za
- Email: safer@westerncape.gov.za
- Presidential Hotline: 17737

SMS SHORTCODE: 35 395  
SMS Report - Report bad police service you received  
SMS Reward - Report good police service you received  
SMS PNP - Talk to us about the policing needs in your community (An official will contact you to register your information)  
Western Cape Government Contact Centre  
Call Centre: 0860 142 142  
Please call me +2779 769 1207

## WE VALUE BEING ACCESSIBLE

- To care for those we serve and work.
- To be honest and do the right
- We take responsibility.
- To serve the needs of our citizens and employees.
- The ability and capacity to do the job we were employed to do.

### Contact us:

Head Office Address: 35 Wale Street, Cape Town  
Tel: 021 483 6674  
Fax: 021 483 6591  
Email: Lulama.Stofile@westerncape.gov.za

**Office Hours: 07:30 - 16:00**

### EXECUTIVE AUTHORITY DECLARATION:

I, Dan Plato, commit the Department of Community Safety in terms of Part III, C.2 of the Public Regulations, 2001 as amended, to adhere to this charter.