

COMPLAINTS HANDLING BROCHURE



OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

INTRODUCTION

The aim of this brochure is to make sure that complaints are properly investigated and are given careful and fair consideration. To also assist and guide you in circumstances when you want to report or lay a complaint, about what made you unhappy or dissatisfied when you were dealing with the members of the Judiciary, OCJ and Courts officials. The Office of the Chief Justice (OCJ) has a Complaint Management Desk located within the Policy & Research Unit to deal with complaints relating to service delivery in our Courts as well as general services offered in our respective offices.

OUR COMMITMENT

The Judiciary (as a branch of the State) including its Administration through the OCJ and the Courts, is committed to provide quality services to everyone it serves. This is to ensure accountability and to foster public confidence in the Judiciary and the Courts. In respect to this, we endeavour to live up to our values which are:

- Respect and protection of the Constitution
- Honesty and integrity
- Openness and transparency
- Professionalism and excellence

WHAT TO DO WHEN YOU HAVE A COMPLAINT RELATING TO OUR SERVICES?

In cases where a service that has been rendered to you, has resulted in dissatisfaction or unhappiness, you are provided with the opportunity to register a complain about your unhappiness or dissatisfaction.

EXPLAINING YOUR COMPLAINT

Please give the following details:

- What made you unhappy or dissatisfied with our services
- How were you treated ?
- How did we speak to you?
- What has been your feeling and experience regarding our service?

What specific occurrence led to your unhappiness or dissatisfaction?



WHERE TO PLACE YOUR COMPLAINT

Call our telephone number

010 493 2500

Post your written complaints to

The Complaints
Private Bag X10
Marshalltown
2107

Email

complaints@judiciary.org.za

WHAT STEPS DO YOU THINK SHOULD BE TAKEN TO AVOID A REPEAT OF THE PROBLEM?

Please share with us on how we can improve on our services to make sure that the same problem which caused your complaint is not repeated.

We value your suggestions in order to correct the mistake that made you unhappy or dissatisfied.

HELP US TO SPEEDILY RESOLVE YOUR COMPLAINT

To make sure that we attend to and resolve your complaint in time, please give us the following information:

- your full names
- make sure that your contact details are correct
- insist on getting the full names of the official who served you when the complaint arose
- insist on getting the full names of the official who helped you when reporting the complaint.
- Ask for and keep a reference number for further enquiries





OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

PHYSICAL ADDRESS

188, 14TH ROAD
NOORDWYK
MIDRAND
1685

POSTAL ADDRESS

PRIVATE BAG X10
MARSHALLTOWN
2107

TEL: 010 493 2500
www.judiciary.org.za



South African Judiciary



@OCJ_RSA



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