



**OFFICE OF THE CHIEF JUSTICE  
REPUBLIC OF SOUTH AFRICA**



**COMPLAINTS HANDLING  
BROCHURE**

## **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, Office of the Chief Justice (OCJ) and Court 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 Office of the Chief Justice (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 endeavor 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 interact with you?
- ◆ What has been your feeling and experience regarding our service?



## 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

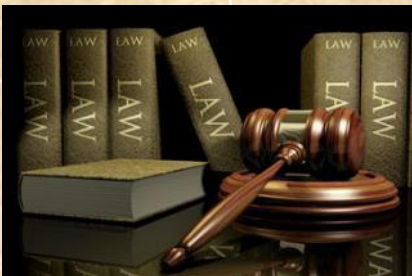
## WHERE TO PLACE YOUR COMPLAINT

Post your written complaints to: The Complaints Desk  
Office of the Chief Justice  
Private Bag X10  
Marshalltown  
2107

Call our telephone number: 011 838 2010

Fax your complaints to: 011 838-2023

Email your complaints to: [complaints@judiciary.org.za](mailto:complaints@judiciary.org.za)





**14th floor Edura House, 41 Fox Street,  
Johannesburg, 2000**

**Private Bag X10 Marshalltown 2107,  
Tel: (011) 838 2010, Fax: (011) 838 2023**



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