

WHAT YOU SHOULD DO IF YOU WANT **TO COMPLAIN,** GIVE A **COMPLIMENT OR MAKE A SUGGESTION**

OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
011 359 7400

Constitutional Court
1 Hospital Road, Braamfontein,
Johannesburg, 2017

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
ZSondlo@judiciary.org.za

Post:
Private Bag x 1
Constitutional Hill
Braamfontein 2017

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



The complaint will be acknowledged within **3 working days.**

The complaint will be **investigated.**

The complaint will be resolved and redress conducted within **25 working days.** Should the case require more time for investigation, updates will be provided.

Should you be dissatisfied with the outcome, lodge an appeal with the **National Complaints Officer** at **OCJComplaints@judiciary.org.za**



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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
051 492 4623

Supreme Court of Appeal
Cnr President Brand & Elizabeth Streets,
Bloemfontein, 9301

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

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The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
SCAComplaints@sca.judiciary.org.za,
VZwane@sca.judiciary.org.za

Post:
PO Box 258, Bloemfontein,
Free State, 9300

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
011 781 2291

Land Claims Court
Trust Bank Centre, Randburg Mall,
Corner of Hill Street and Kent Avenue,
Randburg, 2194

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsLC@judiciary.org.za

Post:
Private Bag X10060,
Randburg 2125

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



The complaint will be acknowledged within **3 working days.**

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
010 494 9238

Labour and Labour Appeal Court, Johannesburg
Arbour Square Building, 6th and 7th Floor
c/o Juta & Melle Street
Braamfontein, 2001

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsLAC@judiciary.org.za

Post:
Private Bag x52,
Braamfontein, 2017

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
021 424 9035

Labour and Labour Appeal Court, Cape Town
Twinell House, 1st Floor 113 Loop Street
Cape Town, 8001

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsLCCT@judiciary.org.za

Post:
PO Box 15502,
Vlaeberg, 8018

ASK A FAMILY MEMBER OR FRIEND:

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
031 492 6184/6207

Labour and Labour Appeal Court, Durban
Liberty Life House, 1st Floor,
269 Anton Lembede Street
Durban, 2000

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

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The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsLCDBN@judiciary.org.za

Post:
Private Bag X54370,
Durban, 4000

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
012 315 7602

Gauteng Division,Pretoria
Cnr Paul Kruger & Madiba Streets,
Pretoria, 0002

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsGD@judiciary.org.za

Post:
Private Bag x 67,
Pretoria, 0001

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
010 494 8486/7159

Gauteng Local Division, Johannesburg
Cnr Kruis & Pritchard Streets,
Johannesburg, 2001

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsGLD@judiciary.org.za

Post:
Private Bag X7
Johannesburg, 2000

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



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Lodge a complaint, give a compliment or make suggestion

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Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
015 230 4000

Limpopo Division, Polokwane
34 Landross Mare Street,
Polokwane, 0700

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsPL@judiciary.org.za

Post:
Private Bag x9696,
POLOKWANE, 0700

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



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Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
015 960 9550

Limpopo Local Division, Thohoyandou
Government Buildings Complex, next to Khoroni Hotel, (c/o Mphephu and Parliament), Thohoyandou, 0950

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The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsTH@judiciary.org.za

Post:
Private Bag X5015,
Thohoyandou, 0950

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
051 406 8100

Free State Division Bloemfontein
Cnr Fountain & Pres Brand Street,
Bloemfontein, 9300

The complaint, compliment or suggestion will be recorded on a prescribed form.

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The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsFS@judiciary.org.za

Post:
Private Bag x 20612,
Bloemfontein, 9300

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
053 833 1441

Northern Cape Division, Kimberly
Sol Plaatje Drive, Kimberley, 8301

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsNC@judiciary.org.za

Post:
Private Bag x 5043,
Kimberley, 8300

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Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
047 532 4301

Eastern Cape Local Division, Mthatha (Umtata)
Nr 74 Cnr Victoria & Frere Road, Umtata, 5100

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsMT@judiciary.org.za

Post:
Private Bag x 5017,
Umtata, 5100

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OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
040 608 7700

Eastern Cape Local Division, Bisho
10, Independence Avenue, Bisho, 5600

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJCOmplaintsBH@judiciary.org.za

Post:
Private Bag x 0003,
Bisho, 5605

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OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
033 345 8211

KwaZulu-Natal Division, Pietermartizburg
301 Church Street, Pietermarizburg, 3200

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsPMB@judicary.org.za

Post:
Private Bag x 9014,
Pietermartizburg,
3200

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
031 492 5562

KwaZulu-Natal Local Division, Durban
12 Dullah Omar (Masonic) Grove, Durban, 4001

The complaint, compliment or suggestion will be recorded on a prescribed form.

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The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsDBN@judiciary.org.za

Post:
Private Bag x 54314,
Durban, 4000

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
021 480 2411/2636

Western Cape Division, Cape Town
35 Keerom Street, Cape Town, 8001

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsWC@judiciary.org.za

Post:
Private Bag x 9020,
Cape Town, 8000

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
040 603 5000

Eastern Cape Division, Makhanda
104 - 106 High Street, Makhanda, 6140

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsMK@judiciary.org.za

Post:
Private Bag X1011,
Makhanda, 6139

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REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
041 502 6600

Eastern Cape Division, Gqeberha
2 Bird Street, Gqeberha, 6000

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsGQ@judiciary.org.za

Post:
Private Bag X 1,
Gqeberha, 6001

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



The complaint will be acknowledged within **3 working days.**

The complaint will be **investigated.**

The complaint will be resolved and redress conducted within **25 working days.** Should the case require more time for investigation, updates will be provided.

Should you be dissatisfied with the outcome, lodge an appeal with the **National Complaints Officer** at **OCJComplaints@judiciary.org.za**



WHAT YOU SHOULD DO IF YOU WANT **TO COMPLAIN,** GIVE A **COMPLIMENT OR MAKE A SUGGESTION**

OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
010 494 7737

North West Division
C/O Hector Peterson & University Drive,
Mmabatho

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
ZSondlo@judiciary.org.za

Post:
Private Bag X 2010,
Mmabatho, 2735

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OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
013 492 2213

Mpumalanga Local Division, Middelburg
c/o Beyers Naude & OR Tambo Streets, Middelburg, 1050

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsMID@judiciary.org.za

Post:
Private Bag X1822,
Middelburg, 1050

ASK A FAMILY MEMBER OR FRIEND:

To submit a **complaint, compliment or suggestion** on your behalf in writing or verbally.



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OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
013 758 0000

Mpumalanga Division, Mbombela
Samora Machel Drive, Mbombela, 1200

The complaint, compliment or suggestion will be recorded on a prescribed form.

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The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsMB@judiciary.org.za

Post:
Private Bag X 20051,
West Acres, Mbombela, 1200

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OFFICE OF THE CHIEF JUSTICE
REPUBLIC OF SOUTH AFRICA

Lodge a complaint, give a compliment or make suggestion

VERBALLY:

Approach the official responsible for managing complaints, compliments and suggestions.

This official is:
The Court Manager

Telephone number:
041 502 6600

Labour Court Gqeberha
2 Bird Street, Gqeberha, 6000

The complaint, compliment or suggestion will be recorded on a prescribed form.

IN WRITING:

Fill in the prescribed form that is available on the OCJ website, www.judiciary.org.za. The form will guide you on the information needed. Hand over the form to the official or place it in the box provided to post complaints, compliments, or suggestions that is situated at:

The Reception

Take note: If the complaint is urgent, give it directly to the responsible official as the boxes will only be opened on scheduled times as indicated on the box. Otherwise:

Email:
OCJComplaintsLCGQ@judiciary.org.za

Post:
Private Bag X 1,
Gqeberha, 6001

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