



PAARDEN EILAND CITY IMPROVEMENT DISTRICT

Reg No: 2008/008315/08

COMPLAINTS PROCESS/PROCEDURE

Should you have any complaints with regards to the service of the Paarden Eiland CID NPC personal and/or its service providers, the following procedure/process is to be followed:

1. Report it by email to manager@paardeneilandcid.co.za
2. All complaints will be communicated via email for record keeping purposes and to ensure that the Paarden Eiland CID NPC responds on each aspect raised.
3. A maximum of two weeks must be given for a response. In some instances, the Paarden Eiland CID NPC cannot resolve the problem and will therefore need to liaise with other stakeholders. Should there be extended delays in obtaining feedback from external stakeholders, you will be informed accordingly.
4. When you have received a response, and it is to your satisfaction, the matter will be considered closed.
5. Should you not be satisfied with the response received, and wish to escalate the matter, then you can request that the CID Manager escalate the matter to the Paarden Eiland CID NPC Board of Directors.
6. The CID Manager will provide you with proof of such escalation to the relevant portfolio Director.
7. The relevant portfolio Director will then deal with your complaint and advise the CID Manager on actions should such be required.
8. You will receive a written response from the Paarden Eiland CID NPC Director who will act on behalf of the Paarden Eiland CID NPC board, with the necessary consultation.
9. Should you not be satisfied with the feedback of the Paarden Eiland CID NPC Director, you may request escalation to the next authority.
10. The CID Manager will provide you with proof of such escalation to the next level of authority which will be Joepie Joubert, Manager of the City of Cape Town's City Improvement Districts.
11. At this point, the City's unit will address your complaints and provide you with the relevant feedback on the action taken.