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SOUTH AFRICAN POLICE SERVICE



COMPLAINTS MECHANISM

The complaints mechanism continues to ensure effective redress of complaints.

Current/actual complaint mechanism	Desired complaints mechanism	Actual achievements
<p>The following complaints mechanisms were implemented:</p> <ul style="list-style-type: none"> • Centre for Service Excellence <p>email address: centreforserviceexcellence@saps.gov.za</p> <p>Fax: 012 393 5520</p> <p>24-hour call Centre: 0800 33 177</p> <ul style="list-style-type: none"> • SOCNET • SAPS website • The Ministry of Police • Civilian Secretariat of Police • The National Commissioner's Office • Newspaper Articles 	<p>A centralised mechanism for citizens and SAPS members to lodge complaints pertaining to poor service delivery or unfair labour practice</p>	<p>The General and Internal Complaints Desk received a total of 2 027 complaints for the reporting period.</p> <p>1 636 of these complaints were resolved, a success of 80,7%.</p> <ul style="list-style-type: none"> • Complaints received from the public were linked to poor investigation and poor communication. • Complaints from members were primarily regarding unfair labour practice and alleged corruption. <p>The 24-hour call centre received a total of 2 213 complaints for the period of 1 April 2014 to 31 March 2015. All of the reported cases were resolved (100%).</p>
<p>Presidential Hotline (PHL) – 17737</p>		<p>From 1 April 2014 to 31 March 2015 a total number of 814 complaints were directed to the SAPS for investigation. 476 cases were resolved and, at the end of March 2015, 338 complaints were still open on the PHL system. On 31 March 2015, the SAPS's resolution rate regarding PHL complaints was 58,4%.</p> <p>Since the inception of the PHL in 2009 up to 31 March 2015, 6 236 cases were referred to the SAPS and the resolution rate was 90,46%.</p> <p>The complaints received were as a result of poor investigation, abuse of power, firearm queries, reporting of crime and victim empowerment.</p>
<p>National Anti-Corruption Hotline (NACH) – 0800 701 701.</p>		<p>A total number of 107 cases relating to alleged corruption were referred to the SAPS. The SAPS responded to 81 of these cases.</p> <p>The complaints received were as a result of unethical behaviour of members and corruption.</p>