



DIPALESENG LOCAL MUNICIPALITY

PUBLIC NOTICE

MIGRATION TO ELECTRONIC COMPLAINT MANAGEMENT SYSTEM

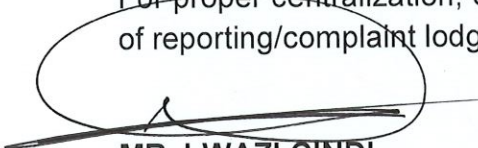
The community is hereby duly notified of the institution's migration to a centralized electronic complaint management system for all service delivery complaints.

As of July 2024, all service delivery complaints are to be lodged through the municipal landline number;

(017) 004 0027 during normal office hours 07h45 – 16h15.

The municipality takes this approach in an effort to improve the overall model of complaint management within the institution. This new system will allow for seamless dispensation of complaints wherein they will be accordingly recorded and processed through the system for attendance, tracking and feedback purposes.

For proper centralization, effective and optimal operation of the system, no other means of reporting/complaint lodging will be permitted henceforth.


MR. LWAZI CINDI
MUNICIPAL MANAGER
04 July 2024

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