

CUSTOMER CARE

WHEN YOU WRITE TO US WE SHALL:

- Acknowledge your letter or e-mail within (seven) 7 working days upon receipt.
- Provide you with a reference number.
- Provide you with the name of the person handling your complaint within (fourteen) 14 working days.
- Give feedback within (twenty one) 21 working days after receiving complaints.

IF YOU HAVE A COMPLAINT:

- We shall apologise and try to serve you to the best of our ability.
- We shall be courteous and professional at all times.
- We will provide you with reasons for our decisions.
- Provide you with, or refer you in writing to other services you may need.
- We will provide you with written feedback where applicable.

Please tell us what you think of our services and standards and whether you think we are meeting them. We would appreciate any comments and/or criticism you may have.

Contact us:

- Email: services@freetrans.gov.za
- Toll-free: 0800 72 73 74
- Fax 2 email: 086 77 16 846

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YOUR RIGHTS:

As a service recipient you have the right to all Batho Pele principles, especially the following:

- Courteous behaviour at all times.
- Full information.
- Prompt and efficient service.
- Redress and an apology for lapses in our service.
- To be treated equal.
- Privacy and respect at all times.
- Be informed about clear procedures on reporting abuse, misuse, fraud or misconduct.
- Receive protection when you report any form of abuse, misuse or misconduct.
- To ask for full and fair investigation of your complaint.

YOUR OBLIGATIONS:

Service delivery is a two way process and therefore you need to be reminded that you as a service recipient need to be courteous, civil and respect the dignity of officials you encounter.

- Be honest.
- Provide us with full and correct information.
- Request government officials to identify themselves.
- Provide feedback on our performance – good or bad.
- Report unusual and poor services.

OUR PERFORMANCE AGAINST OUR STANDARDS

We shall publish the results of our performance against our service standards each year in our annual report.



police, roads & transport

Department of
Police, Roads and Transport
FREE STATE PROVINCE