



PAROW INDUSTRIA

IMPROVEMENT DISTRICT ASSOCIATION NPC (CID/SRA)

Registration number: 2001/027476/08

Including Tygerberg Business Park

⇒ *Securing Your Business Environment* ⇐

COMPLAINTS PROCESS / PROCEDURE

Should you have any complaints with regards to the service of the Parow Industria Improvement District Association personnel and/or its service providers, the following procedure/process is to be followed:

1. Report it to the CID Manager by email: tracy@parowindustriacid.co.za or by telephone on 021 932 4799.
2. All complaints by telephone must be followed up with an email for record keeping purposes and to ensure that the CID responds on each aspect raised.
3. Give a maximum of two weeks for a response. In some instances, the CID cannot resolve the problem and needs 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 to the CID 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 CID Director who will act on behalf of the CID board, with the necessary consultation.
9. Should you not be satisfied with the feedback of the CID 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 the head of the CID unit at the City of Cape Town, Mr Eddie Scott.
11. At this point, the CID unit will address your complaints and provide you with the relevant feedback on the action taken.