NAMAKWA DISTRICT MUNICIPALITY

CORPORATE POLICIES

CONTENTS

1. SERVING ON PROFESSIONAL STRUCTURES

1.1 Foreword

The Municipality shall regulate membership to professional structures.

1.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

1.3 Legal Framework

There is no legislation applicable.

1.4 Scope and Application

This policy applies to all employees of the Municipality.

1.4 Purpose of the policy

The purpose of the policy is:

- To ensure sustainability.
- To broaden the knowledge of the Municipality and the individual.
- To encourage employees to join professional structures.

1.5 Implementation and monitoring

- This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council.
- The implementation will be regulated by the Standard Operating Procedures (SOP).

1.6 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

1.7 Policy review

The policy will be reviewed annually and adjusted if necessary.

1.8 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

1.9 Roles and responsibilities

Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy with an overview by Council.

1.10 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and the Disciplinary Code will be applied.

1.11 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

2. PRODUCTIVE WORK ENVIRONMENT

2.1 Foreword

With this policy the Municipality wish to create a productive and healthy work environment for the advancement of all employees.

2.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

2.3 Legal Framework

- Employment Equity Act, Act 55 of 1998.
- Skills Development Act, Act 97 of 1998.
- Control of Tabaco Products Act, Act 12 of 1999 and applicable Regulations as amended.
- Code of Good Practice as amended by NEDLAC for the handling of sexual harassment and the Labour Relations Act, Act 66 of 1995.
- Occupational Health & Safety Act, Act 85 of 1993.

2.4 Scope and Application

The policy will be applicable to all prospective employees who apply to the Municipality for work, employees and Councilors of the Municipality.

2.5 Purpose of the policy

The objective of the policy is to create a productive and healthy work environment.

2.6 Implementation and monitoring

This policy will be implemented and be effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

2.7 Communication

The policy will be communicated to all employees and Councillors of the Municipality by making use of all methods of communication that are available to the Municipality.

2.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

2.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

2.10 Roles and responsibilities

The Municipal Manager will be responsible overall for the implementation and monitoring of the policy. Management, Office of the Executive Mayor and Council will assist with the implementation and monitoring of the policy with an overview by Council.

2.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

2.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

3. MEDICAL TRANSMITTED DISEASES

3.1 Foreword

- The Municipality recognizes the seriousness of medically transmitted diseases and the impact it can have on the workplace and community. The Municipality supports National programs in an effort to minimize the spread of infections and its impact.
- The Municipality plans to regulate the appearance and awareness of medically transmitted conditions in work and community context.
- The Municipality recognizes the importance of its employees and its responsibility to ensure the personal well-being in the workplace and the community. Therefore optimal work attendance and job performance are encouraged. The Municipality commits herself to address the psycho social issues that can disturb Employees and agree to create a supportive and caring environment for people who are affected.

3.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

3.3 Legal Framework

The following legislation is applicable to this policy:

- Employment Equity Act, Act 55 of 1998
- Labour Relations Act, Act 66 of 1995
- Occupational Health and Safety Act, Act 85 of 1993
- Basic Conditions of Employment Act, Act 75 of 1997
- Compensation for Occupational Injuries and Diseases Act, Act 130 of 1993
- Medical Schemes Act, Act 131 of 1998

3.4 Scope and Application

This policy applies to all employees of the Municipality. This will also apply to relief/assistance provided to the community.

3.5 Purpose of the policy

The objective of the policy is:

- To act preventative
- To do awareness
- To eliminate risks
- To provide assistance

- To provide treatment
- To ensure job security
- To be consistent
- To motivate

3.6 Implementation and monitoring

This policy will be implemented and be effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

3.7 Communication

The policy will be communicated to all Employees of the Municipality by making use of all communication methods available to the Municipality. It will also be communicated with the IDP Representative Forum.

3.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

3.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

3.10 Roles and responsibilities

The Human Resources Division will be responsible for the implementation and monitoring of the policy with an overview by Council.

3.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation/offense and will be dealt with as set out in the Disciplinary Code.

3.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

4. CAR ALLOWANCE

4.1 Foreword

The Municipality would like to offer a fringe benefit to officials (category a to e) as contained in the SOP for transportation to perform their functions.

4.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

4.3 Legal Framework

The Municipal Finance Management Act, Act 56 of 2003, shall apply to this policy.

4.4 Scope and Application

This policy applies to all Employees of the Municipality who qualifies.

4.5 Purpose of the policy

The objective of the policy is:

- To ensure availability
- To improve work flow

4.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

4.7 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

4.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

4.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

4.10 Roles and responsibilities

The Human Resources and Budget and Treasury Divisions will be responsible for the implementation and monitoring of the policy with an overview by Council.

4.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

4.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

5. OVERTIME

5.1 Foreword

The geographical area of the Namakwa District and the Northern Cape Province has resulted in a large portion of the time spent on the roads. The Northern Cape Conditions of Service make provision for overtime payment for those earning less then the threshold. Namakwa District Municipality would like to take responsibility for those who earn above the threshold and who do not get paid for overtime worked.

5.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

5.3 Legal Framework

The Basic Conditions of Employment Act, Act 75 of 1997 and the Northern Cape Conditions of Service shall apply to this policy.

5.4 Scope and Application

This policy applies to all employees of the Municipality.

5.5 Purpose of the policy

The purpose of the policy is:

- To exercise control and manage overtime.
- To build in a benefit that is cost-effective, but at the same time beneficial to the employees.
- Overtime is taken on approval of the Municipal Manager or Managers and the correct procedure must be followed.

5.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

5.7 Communication

The policy will be communicated to all Employees of the Municipality by making use of all communication methods available to the Municipality.

5.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

5.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

5.10 Roles and responsibilities

Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy with an overview by Council.

5.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

5.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

6. IN-SERVICE TRAINING

6.1 Foreword

Namakwa District is an affirmative action employer. Equal opportunities are available to everyone to be employed. Namakwa District Municipality is committed to provide students the opportunity for practical experience by doing vacation work / volunteer work, apprenticeships, internships, community service year and recognition of prior learning (RPL). It is impossible to provide jobs to all students and therefore it will be done on the following way.

6.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

6.3 Legal Framework

- The Labour Relations Act, Act 66 of 1995;
- The Basic Conditions of Employment Act, Act 75 of 1997;
- The Employment Equity Act, Act 55 of 1998;
- The Skills Development Act, Act 97 of 1998 as amended.

6.4 Scope and Application

This policy applies to all candidates in training at this Municipality who qualifies.

6.5 Purpose of the policy

The purpose of the policy is:

- To give exposure to candidates in training in the workplace.
- To respond to training institutions and individuals' requests.
- To indemnify the Municipality from any claims for the period of service at the Municipality.

6.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

6.7 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

6.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

6.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

6.10 Roles and responsibilities

The Human Resources Division will take charge and the Heads of Department and the Municipal Manager will jointly be responsible for implementing and monitoring the policy with an overview by Council.

6.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

6.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

7. ACTING

7.1 Foreword

The Municipality wants to ensure that the activities of the organization are not affected when a person cannot be on duty.

7.2 Definition

All terminology of this policy shall have the same meaning as described in the relevant legislation.

7.3 Legal Framework

The Northern Cape Conditions Agreement, The minimum competency levels, The Performance Regulations.

7.4 Scope and Application

This policy applies to all employees of the Municipality who qualify to act.

7.5 Purpose of the policy

The objective of the policy is:

- To ensure workflow within the organization
- To build capacity
- To compensate persons for acting

7.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

7.7 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

7.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

7.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

7.10 Roles and responsibilities

The Human Resources Department will take the lead and the Heads of Department and the Municipal Manager will jointly be responsible for the implementation and monitoring of the policy with an overview by Council.

7.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

7.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

8. EMPLOYMENT

8.1 Foreword

In terms of Section 67 of the Municipal Systems Act, every Municipality must develop appropriate systems and procedures to ensure a fair, effective, efficient and transparent staff administration. These systems and procedures must be in accordance with applicable law and subject to any applicable collective agreement.

8.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

8.3 Legal Framework

- The Constitution of South Africa, Act 108 of 1996
- The Employment Equity Act, Act 55 of 1998
- The Basic Conditions of Employment Act, Act 75 of 1997
- The Labour Relations Act, Act 66 of 1995
- The Municipal Finance Management Act (MFMA), Act 56 of 2003
- The Promotion of Access to Information Act, Act 20 of 2000
- The Municipal Systems Act, Act 32 of 2000.

8.4 Scope and Application

This policy applies to all employees and prospective employees of the Municipality.

8.5 Purpose of the policy

The purpose of the policy is:

- To provide the Municipality with procedures for the recruitment and selection of highly competent and skilled staff at all levels and categories in such a way that the imbalances of the past are resolved.
- To support and promote the goals of Employment Equity and Affirmative Action.
- To introduce fair, effective, transparent and objective principles and procedures for the recruitment and selection of staff.
- To make guidelines for the appointment of candidates.
- Establishing principles and procedures that ensure that the Employer meet legislation regarding Employment Equity and Affirmative Action.

- Setting procedures for advertising a vacancy, the selection of applicants for a vacancy, the interviews, the verification of qualifications, checking of criminal records, competency test and the appointment of a suitable candidate.
- To attract scarce and critical skills.
- To improve service delivery.

8.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP) and by-laws, where applicable.

8.7 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

8.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

8.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

8.10 Roles and responsibilities

The Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy. The Human Resources Department will take the lead with an overview by Council.

8.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

8.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

9. TRAINING AND DEVELOPMENT

9.1 Foreword

The skills development policy aligned to the Municipality's goals affords opportunities to benefit from better coordination and alignment of development initiatives. The Municipality commits to providing skills development to all staff members and Councillors on an equal opportunity basis.

9.2 Definitions

All terminology used in this policy shall bear the same meaning as in the Municipal Staff Regulations No 890.

9.3 Legal Framework

- Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996)
- Municipal Systems Act, 2000 (Act No. 32 of 2000)
- Municipal Structures Act, 1998 (Act No. 117 of 1998)
- Municipal Finance Management Act, 2003 (Act No. 56 of 2003)
- Labour Relations Act, 1995 (Act No. 66 of 1995)
- Employment Equity, 1998 (Act No. 55 of 1998)
- Skills Development Act, (Act No. 97 of 1998)
- Local Government: Municipal Staff Regulations, 2021
- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)
- Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)
- National Skills Development Strategy
- National Qualifications Framework
- South African Qualifications Authority Act, 1995 (Act No. 58 of 1995)
- Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993)
- Skills Development Levies Act, 1999 (Act No. 9 of 1999)
- National Youth Commission Act, 1996 (Act No. 19 of 1996)

9.4 Scope and Application

This policy applies to all staff members and Councillors of the Municipality, learners in cases of learnership programmes for students who are not staff members, and interns, where applicable.

9.5 Purpose of the policy

The purpose of this policy is:

- To ensure that skills development occurs in a coherent and structured manner;

- To provide clear alignment of the strategic plan, National Skills Development Strategy, and other internal Human Resource policies;
- To facilitate access to appropriate skills development;
- To support personal development plans and career development;
- To support the Municipality's succession planning; and
- To promote and facilitate the participation of unemployed learners in learnerships.

9.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

9.7 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

9.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

9.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

9.10 Roles and responsibilities

The Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy. The Human Resources Department will take the lead with an overview by Council.

9.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

9.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

10. SECURITY

10.1 Foreword

It is necessary that the security must be in place for the protection of personnel and assets. Access to buildings and premises should be regulated.

10.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

10.3 Legal Framework

- The State Security Agency guidelines.
- The Occupational Health & Safety Act, Act 85 of 1993.
- The Criminal Procedures Act, Act 51 of 1977.
- The Control of Firearms Act, Act 60 of 2000.
- The Private Security Industrial Regulation Act (PSIRA), Act 56 of 2001.
- The Protection of Personal Information Act (POPI), Act 4 of 2013.

10.4 Scope and Application

The policy will be inapplicable to all employees, prospective employees and visitors of the Municipality.

10.5 Purpose of the policy

The purpose of the policy is:

- To control access to information and the premises.

10.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

10.7 Communication

The policy will be communicated with all employees and visitors to the Municipality by using all communication methods available to the Municipality. Notices will be made that the premises are monitored by cameras, that the right of access to the premises is reserved and that the Municipality is free from any claims.

10.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

10.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

10.10 Roles and responsibilities

The Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy. The Human Resources Department will take the lead with an overview by Council.

10.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

10.12 Dispute resolution

Any dispute arising from this policy because of wording or interpretation should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

11. PERFORMANCE MANAGEMENT

11.1 Foreword

The purpose of this policy is to provide a standard framework for planning and continuous assessment of and optimisation of the performance of all staff members in the Municipality.

11.2 Definitions

All terminology of this policy shall have the same meaning as set out in the Municipal Staff Regulations No 890.

11.3 Legal Framework

- The Constitution of the Republic of South Africa, Act 108 of 1996.
- The Municipal Systems Act, Act 32 of 2000.
- The Municipal Finance Management Act, Act 56 of 2003.
- Municipal Structures Act, 1998 (Act No. 117 of 1998);
- Labour Relations Act, 1995 (Act No. 66 of 1995);
- Employment Equity, 1998 (Act No. 55 of 1998);
- Skills Development Act, (Act No. 97 of 1998);
- Local Government: Municipal Staff Regulations, 2021;
- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
- Municipal Planning and Performance Management Regulations, 2001;
- National Skills Development Strategy; and
- National Qualification Framework.

11.4 Scope and Application

This policy applies to all staff members of the Municipality, except a staff member who is:

- appointed on a fixed-term contract with a duration of less than 12 months;
- serving notice –
  - of termination of his or her contract of employment; or
  - to retire on reaching the statutory retirement age; and
- appointed on an internship programme or participating in the national public works programme or any similar scheme; and
- appointed in terms of sections 54A and 56 of the Municipal Systems Act.

11.5 Purpose of the policy

The purpose of this policy is to provide a standard framework for planning and continuous assessment of and optimisation of the performance of all staff members in the Municipality.

11.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

11.7 Communication

The policy will be communicated to all employees prospective employees to the Municipality by making use of all communication methods available to the Municipality.

11.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

11.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

11.10 Roles and responsibilities

The Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy. The Human Resources Department will take the lead with an overview by Council.

11.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

11.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

12. INFORMATION, COMMUNICATIONS AND TECHNOLOGY

12.1 Foreword

Information, communication and technology (ICT) play an important role in the modernization of Government. Namakwa District Municipality must provide the public with an opportunity to obtain information on a regular basis and communicate mutually with the Municipality.

12.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

12.3 Legal Framework

- The Copyright Act, Act 98 of 1978
- Cybercrimes and Cyber Security Bill 2015
- Electronic Communications and Transactions Act, Act 25 of 2002
- Intellectual Property Laws Amendment Act, Act 28 of 2013
- Interception and Monitoring Act, Act 70 of 2002
- Promotion of Access to Information Act, Act 2 of 2000
- Protected disclosures Act, Act 26 of 2000
- Municipal Finance Management Act, Act 56 of 2003.

12.4 Scope and Application

The policy will be applicable to all employees, Councillors, service providers and prospective employees of the Municipality.

12.5 Purpose of the policy

With this policy the Municipality will provide guidelines for the use of IT assets and facilities.

12.6 Policies that are part of this policy

12.6.1 Access to Namakwa DM ICT environment, policies and procedures

To allow the Municipality to manage changes and additions to the ICT environment by completing a change request form.

12.6.2 Backup

In terms of the Data Protection Act, this practice is necessary to ensure that all personal and identified data is traceable in the event of accidental loss or damage.

12.6.3 **Server Room Maintenance Plan**

This plan outlines when specific actions will be performed to maintain the server room.

12.6.4 **ICT Disaster recovery**

An ICT recovery strategy is needed to investigate the effect of unexpected and undesirable circumstances that may affect critical information or other divisions of the Municipality's information system, reduce and to regain it quickly and effectively from potential disasters.

12.6.5 **ICT Risk Management**

This policy is an internal control measure that describes how ICT Risks will be managed. It also indicates the role of the Steering Committee and other relevant parties. Furthermore, it indicates the procedure that will be followed by the Steering Committee to measure the effectiveness of internal control measures.

12.6.6 **Email permissible use**

E-mail is provided to officials and councillors to assist them to carry out their duties effectively and efficiently. This policy is in place to ensure effective use of time and unauthorized and improper use of e-mail.

12.6.7 **Internet permissible use**

Internet access is provided to officials and councillors to assist them to carry out their duties effectively and efficiently. This policy is in place to ensure effective use of time and unauthorized and improper use of the Internet.

12.6.8 **ICT Governance charter**

The aim is to communicate the primary responsibility and delegation of authority of the Municipal Manager, ICT Steering Committee and ICT Official for the effective and efficient management of ICT resources.

12.6.9 **Network and security management**

To ensure the protection of information on the network and servers of the Municipality and the supporting infrastructure. To manage and control the network security. To protect the Municipality from inappropriate use of information. To ensure that information resources are used for the purpose for which it is, and in a way that it does not damage the name or rights of others.

12.6.10 **Patch management**

To keep the components that are part of the ICT infrastructure up to date.

12.6.11 **Physical protection of ICT assets**

To ensure that the data and computer equipment of the Municipality are protected against possible loss, theft, corruption, unauthorized access and use.

12.6.12 **Service Level Agreements and service provider access**

To get common agreement between the Municipality and the service providers for the provision of ICT services.

12.6.13 **Software**

To ensure acceptable use of software by all users of the Municipality.

12.6.14 **User Account Management**

To ensure that all employees and Councillors who have access to the Municipality's computer system must meet the password policy to protect the security of the network, data integrity and computer system.

12.7 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

12.8 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

12.9 Policy review

The policy will be reviewed annually and adjusted if necessary.

12.10 Budget and resources

The financial implications and resources related to the implementation of the policy, qualified and quantified.

12.11 <u>Roles and responsibilities</u>

The Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy. The Office of the Municipal Manager will take the lead with an overview by Council.

12.12 <u>Sanctions</u>

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

12.13 <u>Dispute resolution</u>

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

13. ATTENDANCE AND ABSENCE

13.1 Foreword

The Council wishes to regulate the attendance and absence of employees within the Municipality.

13.2 Definitions

All terminology of this policy shall have the same meaning as described in the relevant legislation.

13.3 Legal Framework

The following legislation and collective agreements are applicable:

- Basic Conditions of Employment Act 75 of 1997, as amended
- Main Collective Agreement
- Northern Cape Conditions of Service

13.4 Scope and Application

This policy applies to all employees of the Municipality.

13.5 Purpose of the policy

The purpose of the policy is:

- To determine working hours
- To manage the taking of leave
- To prevent abuse of leave

13.6 Implementation and monitoring

This policy will be implemented and become effective when it is recommended by the Local Labour Forum and approved by Council. The implementation will be regulated by the Standard Operating Procedures (SOP).

13.7 Communication

The policy will be communicated to all employees of the Municipality by making use of all communication methods available to the Municipality.

13.8 Policy review

The policy will be reviewed annually and adjusted if necessary.

13.9 Budget and resources

The financial implications and resources related to the implementation of the policy must be qualified and quantified.

13.10 Roles and responsibilities

Heads of Department and the Municipal Manager will be responsible for the implementation and monitoring of the policy. Each employee must take responsibility for the management of his / her leave with an overview by Council.

13.11 Sanctions

Non compliance with the stipulations contained in the policy will be considered a violation and will be dealt with as set out in the Disciplinary Code.

13.12 Dispute resolution

Any dispute arising from this policy because of wording or phrases should be referred to the Local Labour Forum and other relevant structures. Decisions taken at the Local Labour Forum should be incorporated in the policy.

14. ROTATION POLICY

14.1 Foreword

With this policy Environmental Health Practitioners (EHP's) wants to rotate.

14.2 Definitions

All terminology in this policy will have the same meaning as described in the applicable Legislation.

14.3 Legislative Framework

There is no legislation applicable to this policy. The Fraud Prevention Policy will be applicable.

14.4 Scope and Applicability

The policy applies to all the EHP's of the Municipality. The current EHP of Richtersveld is also excluded due to his appointment, which was made specifically for that area.

14.5 Purpose of the Policy

The purpose of the policy is:

- To create independence of EHP's and to broaden work experience.
- Equal distribution of environmental circumstances.
- To bring the Rotation Policy in line with the Anti-Corruption plan and strategy.

14.6 Implementation and Monitoring

- The policy will be implemented and be effective once it is recommended by the Local Labour Forum (LLF) and approved by the Council.
- The implementation will be regulated by a Standard Operating Procedure (SOP).

14.7 Communication

The policy will be communicated to all the EHP's of the Municipality through a workshop.

14.8 Policy Review

The policy will be reviewed annually.

14.9 Budget and Resources

The financial implications and resources in terms of the implementation of the policy will be covered by the operational budget.

14.10 Roles and Responsibilities

The Manager will be responsible for the implementation and monitoring of the policy with an overview by Council.

14.11 Sanctions

Non compliance to the stipulations as in the policy will be regarded as an offence and will be dealt with according to the Disciplinary Code.

14.12 Dispute Resolution

- Any dispute arising out of this policy due to wording or phrases, must be forwarded to the LLF and other relevant structures.
- Resolutions taken at the LLF must be incorporated into this policy.

15. VOLUNTEER POLICY

14.1 Foreword

Fire and Disaster Management volunteers have been used at the Namakwa District Municipality (NDM) for years. It was therefore necessary to compile a policy according to which the process can be handled.

14.2 Definitions

All terminology in this policy will have the same meaning as described in the applicable Legislation.

14.3 Legislative Framework

- The Disaster Management Act, Act 57 of 2002;
- The Disaster Management Volunteer Regulation, Gazette R1215 of 17 December 2010;
- The National Disaster Management Framework of 2005.

14.4 Scope and Applicability

The policy is applicable to all the Fire and Disaster Management volunteers of the Municipality.

14.5 Purpose of the Policy

The purpose of the policy is:

- To standardize and formalize the recruitment, deployment and utilization of Fire and Disaster Management volunteers managed by the NDM.

14.6 Implementation and Monitoring

- The policy will be implemented and be effective once it was recommended by the Local Labour Forum (LLF) and approved by Council.
- The implementation will be regulated by a Standard Operational Procedure (SOP).

14.7 Communication

The policy will be communicated to all the Fire and Disaster Management volunteers of the Municipality through a workshop.

14.8 Policy Review

The policy will be reviewed annually.

14.9 Budget and Resources

The financial implications and resources in terms of the implementation of the policy will be covered by the operational budget.

14.10 Roles and Responsibilities

The Manager will be responsible for the implementation and monitoring of the policy with an overview by Council.

14.11 Sanctions

Non compliance to the stipulations as in the policy will be regarded as an offence and will be dealt with according to the Disciplinary Code.

14.12 Dispute Resolution

- Any dispute arising out of this policy due to wording or phrases, must be forwarded to the LLF and other relevant structures.
- Resolutions taken at the LLF must be incorporated into this policy.

16. CUSTOMER CARE POLICY

16.1 Foreword

Namakwa District Municipality (NDM) is committed to delivering exceptional and equitable customer service, guided by the values enshrined in the Constitution of the Republic of South Africa, the Batho Pele Principles, and the Northern Cape Complaint Framework. The Municipality strives to ensure transparent, accessible, and citizen-centred service delivery by promoting open communication, responsiveness, and fairness at all levels of service engagement.

16.2 Definitions

Accountability: The obligation of municipal officials and staff to take responsibility for their actions, decisions, and service delivery outcomes.

Batho Pele Principles: A set of eight principles aimed at improving public service delivery in South Africa, emphasising "People First" and guiding municipal service standards and conduct.

Complaint: An expression of dissatisfaction made by a customer about a municipal service or employee, which requires investigation and resolution.

Constitution of the Republic of South Africa: The supreme law of South Africa, providing the foundation for democratic governance and fundamental rights, including the right to equitable service delivery.

Customer: Any individual, group, organisation, or stakeholder who uses or requests services from the Namakwa District Municipality.

Customer Care Official: An appointed municipal staff member responsible for receiving, recording, and managing customer feedback and complaints.

Municipal Manager (Accounting Officer): The senior official responsible for overall management of the municipality and final accountability for service delivery and complaint resolution.

Municipal Systems Act (MSA): Legislation that governs the functioning and administration of municipalities in South Africa, including service delivery and public participation.

Northern Cape Complaint Management Framework: A regional guideline that directs how municipalities within the Northern Cape Province must manage complaints.

16.3 Legislative framework

16.3.1 The Customer Care Policy is guided by a range of relevant legislation, policies, and guidelines that collectively define its mandate. These include:

(i) The Constitution of the Republic of South Africa, 1996

(ii) The Municipal Systems Act, No. 32 of 2000

(iii) The Municipal Structures Act, 1998

(iv) The Integrated Development Plan (IDP) of NDM 2024-2025

(v) Batho Pele Principles

(vi) White Paper on Local Government, 1998

(vii) Promotion of Access to Information Act (No. 2 of 2000)

(viii) Protection of Personal Information Act (No. 4 of 2013)

(ix) Northern Cape Complaint Management Framework

16.4 Scope and application

16.4.1 This policy applies to:

(i) All employees and elected councillors of NDM.

(ii) All directorates, departments, and service units.

(iii) All stakeholders and members of the public interacting with NDM.

16.5 Purpose of this policy

This policy seeks to promote and institutionalise a culture of customer care across the municipality by establishing a structured framework for managing feedback, resolving complaints, and ensuring responsiveness. It aims to improve service standards, build trust with the public, and reinforce public confidence in local government through professionalism and ethical service conduct.

16.6 Implementation and monitoring

This policy shall be implemented and become effective once recommended by the Local Labour Forum and approved by the Council. Implementation will be regulated by the Standard Operating Procedures (SOPs).

16.7 Communication

The policy will be communicated to all municipal employees using all communication methods available to the Municipality.

16.8 Policy review

16.8.1 This policy will be reviewed annually, where legislative changes, audit findings, or significant organisational changes warrant an update. The review will be coordinated by the Corporate Services Directorate in collaboration with the Office of the Municipal Manager. Recommendations for amendment may arise from:

(i) Feedback received from the public;

(ii) Audit reports and risk assessments;

(iii) PMS data;

(iv) Legal or policy changes at provincial or national levels.

16.9 Budget and resources

The financial implications and resources related to the implementation of this policy must be identified and quantified.

16.10 Roles and responsibilities

Department Heads and the Municipal Manager are accountable for the implementation and monitoring of this policy, supported by employees at all levels. The Council provides overall oversight of this policy. The processes are outlined within the Customer Care SOP.

16.11 Sanctions

Non-compliance with the provisions of this policy shall be regarded as misconduct, and the Disciplinary Code shall be applied accordingly.

16.12 Dispute resolution

Any disputes arising from this policy due to wording or phrasing must be referred to the Local Labour Forum and other relevant structures. Decisions made at the Local Labour Forum must be incorporated into the policy.

16.13 Universal access and inclusivity

16.13.1 NDM is committed to ensuring all members of the community, regardless of gender, age, language, literacy level, disability status, or socioeconomic background, can access and use its customer care mechanisms. To this end:

(i) Feedback tools and forms will be made available in Afrikaans, English, and isiXhosa, the predominant languages of the region;

(ii) Information will be provided in plain language;

(iii) Audio-visual and large print formats will be developed for people with visual impairments;

(iv) Frontline staff will be trained in inclusive service delivery and sensitisation to diverse customer needs;

(v) Physical accessibility will be ensured at all feedback stations.

16.14 Annual customer satisfaction report

16.14.1 The Communication Officer will produce an Annual Customer Satisfaction Report, detailing:

(i) The number and type of complaints and compliments received;

(ii) Trends and areas for improvement;

(iii) Satisfaction survey outcomes;

(iv) Resolutions and turnaround times;

(v) Compliance with service standards and feedback targets.

16.4.2 This report will be submitted to the Council and made publicly accessible to ensure transparency and institutional accountability.

16.5 Customer care commitment

Namakwa District Municipality (NDM) values community and stakeholder feedback and is committed to continuous service improvement. We encourage the submission of complaints, compliments, comments, and queries through accessible channels, including service counters, online surveys, telephone, and email. All feedback is logged, tracked, and addressed in compliance with PAIA and POPIA, ensuring transparency, accountability, respect, integrity, inclusivity, sustainability, responsiveness and service excellence as stipulated in the Batho Pele Principles and NDM IDP.

17. NORTHERN CAPE COMPLAINTS MANAGEMENT FRAMEWORK

List of acronyms and abbreviations

ACRONYMS AND ABBREVIATIONS	DESCRIPTIONS
Constitution	Constitution of the Republic of South Africa, 1996
COGHSTA	Department of Co-operative Governance, Human Settlements and Traditional Affairs
CCO	Customer Care Official
CMC	Complaints Management Committee
HoD	Head of Department
MSA	Local Government: Municipal Systems Act, 2000
Framework	Northern Cape Complaints Management Framework
MEC	Member of the Executive Council
NGO	Non-Governmental Organizations
NPO	Non-Profit Organization
SALGA	South African Local Government Association
SOPs	Standard Operating Procedures

17.1 Foreword

17.1.1 The *Northern Cape Complaints Management Framework* (*Framework*) serves as a contribution towards upholding the right to complain and providing information to the public on how to complain and what to expect in the event of complaining.

17.1.2 The *Framework* is aimed at utilizing data obtained from the complaints to inform strategies to improve the quality of local government services and how to manage complaints with a view of resolving them as quickly as possible.

17.1.3 The Northern Cape Local Government aims to provide consistent service excellence whenever customers make contact with the Northern Cape municipalities.

17.2 Legal framework

The constitutional, legislative and policy framework for the Framework is as follows:

The Constitution of the Republic of South Africa, 1996

17.2.1 Chapter 2 of the *Constitution of the Republic of South Africa* (*Constitution*) i.e. the Bill of Rights, bestows citizens, *inter alia,* the right to have their dignity respected and protected, to take action against the State if they believe their constitutional rights have been infringed, and to have access to information held by the State which they need to take action.

17.2.2 Section 195(1) of the *Constitution* provides that public administration must be governed by the following democratic values and principles:

(a) A high standard of professional ethics must be promoted and maintained;

(b) Efficient, economic and effective use of resources must be promoted;

(c) Public administration must be development-oriented;

(d) Services must be provided impartially, fairly, equitably and without bias;

(e) People's needs must be responded to, and the public must be encouraged to participate in policy-making;

(f) Public Administration must be accountable;

(g) Transparency must be fostered by providing the public with timely, accessible and accurate information;

(h) Good human resource management and career-development practices, to maximise human potential must be cultivated; and

(i) Public Administration must be broadly representative of South African people with employment and personnel management practices based on ability, objectivity, fairness and need to redress the imbalances of the past.

Code of Conduct for Councillors, Schedule 1 of the Local Government: Municipal Systems Act, 2000

17.2.3 Item 2 of the Code of Conduct for Councillors provides that a councillor must-

(a) "Perform the functions of office in good faith, honestly and in a transparent manner; and

(b) At all times act in the best interests of the Municipality and in such a way that the credibility and integrity of the Municipality are not compromised".

Code of Conduct for Staff Members, Schedule 2 of the Local Government: Municipal Systems Act, 2000

17.2.4 Item 2 of the Code of Conduct for Municipal Staff Members provides that a staff member of a municipality must at all times-

(a) "loyally execute the lawful policies of the municipal council;

(b) perform the functions of office in good faith, diligently, honestly and in a transparent manner;

(c) act in such a way that the spirit and objects of section 50 are promoted;

(d) act in the best interest of the municipality and in such a way that the credibility and integrity of the municipality are not compromised; and

(e) act impartially and treat all people, including other staff members, equally without favour or prejudice".

Batho Pele Principles

17.2.5 Public Service should be people-centric, and people must come first in the delivery of services to ensure a better life for all citizens. The following eight Batho Pele Principles will guide all interaction between the Northern Cape municipalities and the public:

(a) Consultation

Citizens should be consulted about the level and quality of the public services they receive and where possible, should be given a choice about the services that are offered.

(b) Service Standards

Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

(c) Access

All citizens should have equal access to the services to which they are entitled.

(d) Courtesy

Citizens should be treated with courtesy and consideration.

(e) Information

Citizens should be given full, accurate information about the public services they are entitled to receive.

(f) Openness and Transparency

Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

(g) Redress

If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.

(h) Value for Money

Public Services should be provided economically and efficiently to give citizens the best possible value for money.

17.3 Scope and application

This *Framework* is applicable to all functionaries of the Municipalities in the Northern Cape who are responsible for the delivery of any public service to the people of the Northern Cape.

17.4 Purpose of the framework

17.4.1 The *Framework* aims to:

17.4.1.1 Ensure that the Northern Cape Municipalities have a feedback mechanism whereby citizens can communicate to municipalities when services are not being delivered in line with the expectation as espoused within the Batho Pele Principles.

17.4.1.2 Provide a uniform approach to complaints management within the Northern Cape Municipalities.

17.4.1.3 Define the processes/steps to lodge complaints at the Northern Cape Municipalities.

17.4.1.4 Describe the roles and responsibilities in the process of managing complaints.

17.4.1.5 Define the timeframes within which complaints and the results of the investigation of complaints are to be reported and redress provided to the complainants.

17.5 The roles and responsibilities

Municipal Manager

17.5.1 The Municipal Manager is responsible for:

17.5.1.1 The implementation of the provisions of this *Framework.*

17.5.1.2 Ensuring that a platform is created for the public to submit complaints about the municipality without fear or intimidation.

17.5.1.3 Ensuring that the complaints that are received are dealt with in a responsive, efficient and fair manner possible.

17.5.1.4 Ensuring that efforts are made to provide the complainants with feedback and/or the outcome of their complaints.

17.5.1.5 Ensuring that staff to deal with complaints are identified and trained.

17.5.1.6 Ensuring that remedial action is taken to correct internal flaws raised by complainants.

17.5.1.7 Monitoring complaints trends and time taken to resolve complaints.

17.5.1.8 Reports to the Council in a prescribed form on the service delivery complaints received by the Municipality.

Complaints Management Committee

17.5.2 Each municipality must establish the Complaints Management Committee (CMC).

17.5.2.1 The functions of the CMC are as follows:

17.5.2.1.1 To develop the Standard Operating Procedures (SOPs) to manage complaints in a municipality.

17.5.2.1.2 To ensure adherence to the SOPs to manage complaints.

17.5.2.1.3 To identify a designated staff member (Customer Care Official) for the municipality.

17.5.2.1.4 To monitor the municipality's adherence to the SOPs.

17.5.2.1.5 To ensure that there are visible directions at municipalities leading the Complainants to the points where complaints should physically be lodged.

17.5.2.1.6 To ensure that complaint investigations are conducted, redress is provided within thirty (30) working days of receipt of the complaint.

17.5.2.1.7 To conduct monthly meetings of which the Minutes should be recorded.

17.5.2.1.8 To compile and analyze statistical reports to identify trends.

17.5.2.1.9 To submit monthly statistical reports to the Municipal Manager.

17.5.2.1.10 To make recommendations to prevent similar future trends as identified in statistical reports.

17.5.2.1.11 To ensure that regular training of staff on the management of complaints takes place.

17.5.2.1.12 The Director: Corporate & Community Services or delegated senior manager is responsible for monitoring the implementation of the provisions of this policy and advising and reporting to the Municipal Manager, and any other relevant structure.

Customer Care/Relations Official/Officer

17.5.3 The functions of the Customer Care Official (CCO) are as follows:

17.5.3.1 To set up contact centres or citizen interaction centres at the municipality.

17.5.3.2 To receive, record, acknowledge receipt, assess, advise, resolve and refer complaints to various municipal units/departments.

17.5.3.3 To ensure that there are visible posters at the Municipal noticeboards/reception areas informing complainants about the contact centres or citizen interaction centres and the process of lodging complaints at the municipality.

17.5.3.4 To ensure that there are sufficient complaint forms at the municipality.

17.5.3.5 To ensure that new complaints are registered in a prescribed form (manually/digital) and issued with reference numbers

17.5.3.6 To inform the complainants of the outcome of the investigation/complaints.

17.6 <u>Mechanisms for lodging complaints</u>

17.6.1 Complaints against the municipality may be lodged in a variety of ways or platforms such as:

17.6.1.1 Verbal expression after the deficient act/action with respect to the service.

17.6.1.2 A complaints/suggestion box.

17.6.1.3 A touch-keypad system after the service is rendered.

17.6.1.4 A walk-in by the complainant.

17.6.1.5 A telephone to a call centre or office.

17.6.1.6 A fax to a call centre or office.

17.6.1.7 A letter or e-mail to the call centre or office.

17.6.1.8 A web-based complaints lodging system.

17.6.1.9 Message System (SMS).

17.6.1.10 Facebook.

17.6.1.11 WhatsApp.

17.6.1.12 X (formerly known as Twitter).

17.6.1.13 Instagram.

17.6.1.14 Please Call Me.

17.6.1.15 Tik Tok.

17.6.1.16 Complaints received from the media/social media.

17.6.1.17 Complaints received from:

(a) Communications Managers/Spokespersons.

(b) Councillors.

(c) Ward Committee Members.

(d) Mayors.

(e) Speakers.

(f) MEC.

(g) Premier.

(h) NGOs.

(i) NPOs.

(j) Political Parties.

(k) Traditional Leadership.

17.6.2 Any other mechanism that is user-friendly, and that is accessible to people with special needs.

17.7 <u>The complaints management process</u>

The Northern Cape Complaints management process includes the following three (03) stage process, which should be completed within thirty (30) working days from the date of receipt of the complaint by the Municipality:

First Stage

17.7.1 This involves the immediate attention of the complaint or enquiry by the Customer Care Official (s) at the Contact Centre or Citizen Interaction Centre at the municipality and attempts to solve it.

17.7.2 Verbal and telephone complaints should be acknowledged immediately or within twenty (24) hours of receipt of the complaint and should be resolved accordingly.

17.7.3 A complaint and the outcome will be recorded on the prescribed Complaint's Register. A reference number will be allocated to every complaint reported to the municipality.

17.7.4 If a complaint is not resolved, a verbal or telephone complaint becomes a written complaint which should be referred to the second stage of the Complaint Management Process.

Second Stage

17.7.5 The Customer Care Official will record all new complaints received via multiple channels and acknowledge receipt of those complaints within five (05) working days of receipt.

17.7.6 The complaints will be allocated reference numbers, screened or assessed to determine the veracity of the allegations or the nature of the complaint.

17.7.7 The complaints will be referred to the heads of different units or departments for further investigation. The complaints must be investigated and resolved within fifteen (15) working days.

17.7.8 If the complaint cannot be resolved within fifteen (15) working days, it should be escalated to Stage 3 of the Complaints Management Process for internal review. The Complainant must be advised accordingly in writing of the escalation. Alternatively, if a department or unit needs more than fifteen (15) working days to resolve a complaint, it must write to the complainant to explain why and when a response can be expected.

Third Stage

17.7.9 This is an internal review process and will only take place if the complainant is still not satisfied with the outcome of Stage 2 of the Complaints Management Process.

17.7.10 An official with higher authority must carry out further investigation and review the complaint within ten (10) working days.

17.7.11 This stage requires that the accounting officer or someone delegated by the accounting officer to sign off on the solution or outcome of the investigation.

17.7.12 The accounting officer must also advise the Complainant of his/her right to refer the complaint for an independent review, should the complainant not have been satisfied with the outcome of Stage 3.

17.7.13 Independent review will include, amongst others, the following:

17.7.13.1 Office of the Mayor.

17.7.13.2 Office of the Speaker.

17.7.13.3 Office of the Head of Department: COGHSTA.

17.7.13.4 MEC: COGHSTA.

17.7.13.5 Office of the Premier.

17.7.13.6 SALGA.

17.7.13.7 Chapter 9 Institutions.

17.7.13.8 Presidential Hotline.

17.7.13.9 Any other applicable forum.

17.8 <u>Refusal to investigate a complaint</u>

The Municipality may refuse to investigate a complaint on the following grounds:

17.8.1 Insufficient information provided by the complainant and withholding of crucial information by the complainant.

17.8.2 The time it took for the complainant to report the complaint to the municipality making it impractical for the functionaries of the municipality to carry out a proper investigation.

17.8.3 Lack of *locus standi* or no adequate proof of the complainant's direct interest in the matter.

17.8.4 Abusive behaviour and threats of the complainant towards the functionaries of the municipality and the investigation.

17.8.5 The complaint was previously reported to the municipality, and resolved or a duplicate complaint.

17.9 <u>Approval authority</u>

The Head of Department: COGHSTA is responsible for the approval of the *Framework*

17.10 <u>Review of the framework</u>

This *Framework* shall be reviewed as and when required but not later than three (03) years.

18. ACCEPTANCE OF POLICY

Formulated by: .... Date: 26/05/2026

Municipal Manager: ....

Date: 26/05/2026

Council approval: ....

Date: 26/05/2026