



Somerset West City Improvement District NPC (SWCID)
2015/250540/08
135 Main Road, Somerset West SP, Western Cape, 7130

COMPLAINT RESOLUTION PROCESS

The SWCID offers numerous channels for dealing with complaints. Formal complaints are lodged to the SWCID management via email. The SWCID management will act on the complaint including one or more of the following actions:

- Referring serious complaints to the COO and CEO of the management company and/or the Board.
- Meeting with the complainant to understand the problem and address the issue.
- Scheduling the necessary tasks or actions to resolve the matter by the SWCID management team.
- Logging a service request with the City of Cape Town.
- Communicating with the complainant on the actions taken.
- Follow-up process and communication with the complainant until the matter is resolved.
- Complaints are also received via website contact messages, email replies to newsletters and feedback via various social media platforms including dedicated WhatsApp groups which are monitored via the central control room.
- Telephonic complaints are also dealt with via the operational managers, or the central control room and the central control room number is visible on all patrol vehicles.