

## **Easily submit municipal service delivery requests and complaints**

Any person or organisation may lodge a complaint about any aspect of Knysna Municipality's operations and services.

According to Acting Municipal Manager Dr Michele Gratz, the municipality acknowledges that feedback to customers can be delivered faster and more effectively. "A big step in addressing this issue has been the establishment of a committee to monitor complaints, meeting on Friday mornings," she said. "My office will be monitoring complaints via this services monitoring committee."

"It is very easy to request a service or lodge a complaint," she said. "As long as the correct channels are used, requests and complaints will be logged and followed up on – and we will have a record of when what actions were taken specific to any issue."

The Customer Relations Department is responsible for addressing issues regarding service delivery and the related communication between the municipality and the customer. Be sure to contact this department to lodge your service request or complaint by:

- sending an email to [customercare@knysna.gov.za](mailto:customercare@knysna.gov.za);
- sending an SMS to 44453;
- downloading the Knysna Municipality mobile app for free from app stores for Apple or Android (non-smart phones are also supported);
- calling us on 044 302 6594;
- writing to us at PO Box 21, Knysna 6570; or
- visiting your nearest municipal office.

"Your issue will not be addressed if it is not lodged in one of these ways," she stressed. "Do not send it to my office or use any other email address or phone number you might have. Sending it to me or any other director, manager, councillor or employee will not speed up the process of resolving your issue – it will not be addressed if it not lodged appropriately."

When lodging a complaint, specific information must be provided. "We will need the name and surname of the complainant, as well as their cellular number," Dr Gratz explained. "Once a complaint or service request has been lodged, the customer will receive a reference number via SMS. This number will help both the customer and the municipality to track progress made on the issue."

To assist in managing requests and complaints, Knysna Municipality's Customer Service Charter specifies time frames within which specific departments must resolve certain issues. "This document assigns specific service standards to each department - for which my office will hold them accountable at the weekly services monitoring committee meetings," she continued.

"The combination of this charter, the Customer Relations Department and its related processes signify a new approach to customer service within this municipality – one that will go far in affirming the values we have always believed in: transparency, accountability and service excellence."

“It is important to remember that the municipality and all its customers are partners in a relationship that can only flourish if we all perform our responsibilities,” she concluded. “In this case, ours is service delivery and resolving complaints and service requests. The customer is responsible for keeping their account in the clear and to report issues and problems as soon as they occur. We have a greater chance at success when we all work together.”

The Knysna Municipality Customer Service Charter is available at <https://www.knysna.gov.za/wp-content/uploads/2019/12/Customer-Service-Charter-Web-May-2019.pdf>

**ENDS**

---

**Knysna Municipality Communications Department**

P O Box 21, Knysna. 6570. Western Cape. South Africa

Tel +27 (0)44 302 6300 (switchboard) or 302 6430 (direct)

e-mail [dnkume@knysna.gov.za](mailto:dnkume@knysna.gov.za) / [npondoyi@knysna.gov.za](mailto:npondoyi@knysna.gov.za)