



The Zeekoevlei Peninsula SRA Complaints Resolution Process

Should you have any complaints with regards to the service of the Zeekoevlei Peninsula SRA (ZVPSRA) personnel and/or its service providers, the following procedure/process is to be followed:

1. Report your complaint by email to zvpsra@gmail.com
2. All complaints must be communicated via email for record keeping purposes and to ensure that the ZVPSRA responds to each aspect raised.
3. It will take a maximum of two weeks to respond. In some instances, the ZVPSRA cannot resolve the problem and will need to liaise with other stakeholders. Should there be delays in obtaining feedback from external stakeholders, you will be informed accordingly.
4. When you have received a response 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 matter be escalated to the ZVPSRA board of Directors.
6. You will be provided with proof of such escalation to the relevant portfolio Director(s).
7. The relevant portfolio Director will then deal with your complaint and advise on actions should such be required.
8. You will receive a written response from the ZVPSRA Director who will act on behalf of the ZVPSRA board, with the necessary consultation.
9. Should you not be satisfied with the feedback of the ZVPSRA Director, you may request escalation to the next authority.
10. The Operations Manager will provide you with proof of such escalation to the next level of authority which will be the Manager of the City of Cape Town's City Improvement Districts.
11. At this point, the City's unit will address your complaints and provide you with the relevant feedback on the action taken.