




Below are five (5) questions on the Municipality's Complaint Management System for completion and submission on or before **Friday 1 April 2016**

	<b>Name of the Municipality: Kannaland</b>
Q1	Does your municipality have a Complaints Management System and if yes, what system does the municipality use?
Yes	Access system.
Q2	Please indicate under which Department is this function/mandate assigned and who is responsible for coordination and management of the system?
	Corporate Services – Colleen Meyer (Customer Care).
Q3	Does the Complaints Management System listed above capture and categorise complaints per ward? If yes, does it have a feature with a ward-level database where these complaints and remedial actions are recorded and resolved?
Yes	It is recorded and given a reference number.
Q4	How is feedback provided to the complainants?
	By email or telephonic conversation.
Q5	Is there a maximum timeframe to provide feedback regarding complaints? If YES, what is the timeframe? And if NO, please provide details as to how feedback is managed.
	1 to 10 days, depending on the nature of the complaint.

 01/04/2016