

## **Complaints Process / Procedure**

Should you have any complaints with regards to the service of the Upper Kenilworth Improvement District (UKID) personnel and/or its service providers, the following procedure/process is to be followed:

1. Report it by email to [complaints@ukid.co.za](mailto:complaints@ukid.co.za)
2. All complaints should be communicated via email for record keeping purposes and to ensure that the UKID responds to each aspect raised.
3. Give a maximum of two weeks for a response. In some instances, UKID cannot resolve the problem and need to liaise with other stakeholders. Should there be extended delays in obtaining feedback from external stakeholders, you will be informed accordingly.
4. When you have received a response, and it is 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 via email that the CID Manager or Executive Manager be escalated to the UKID board of Directors.
6. The CID Manager will provide you with proof of such escalation to the Relevant Director.
7. The relevant portfolio Director will then deal with your complaint via email and advise the CID Manager on actions should it be required.
8. You will receive a written response from the UKID Director who will act on behalf of the UKID board, with the necessary consultation.
9. Should you not be satisfied with the feedback of the UKID Director, you may request via email an escalation to the next authority.
10. The Executive Manager will provide you with proof of such escalation to the next level of authority which will be the Joepie Joubert, 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.