

SERVICE DELIVERY CHARTER

The Department of Cultural Affairs and Sport is committed through this Service Delivery Charter to provide quality services to you. Let's make service delivery **BETTER TOGETHER.**

Our Responsibility To You

- We will acknowledge receipt of correspondence within 5 working days.
- We will respond to correspondence from clients within 14 working days.
- We will endeavour to answer telephone calls within five rings.
- We will treat you with courtesy and respect and in a dignified manner at all times.
- We undertake to consult you about your service needs and about your expectations about the level and quality of service.
- We will provide full information upon request in an open and transparent manner.
- We will provide access to prompt and efficient service in accordance with applicable service delivery standards.

Your Responsibility To Us

- Be civil, courteous and respect the dignity of officials who render service to you.
- Be honest in your deliberations with us.
- Be willing to consider making yourself available for empowerment programmes.

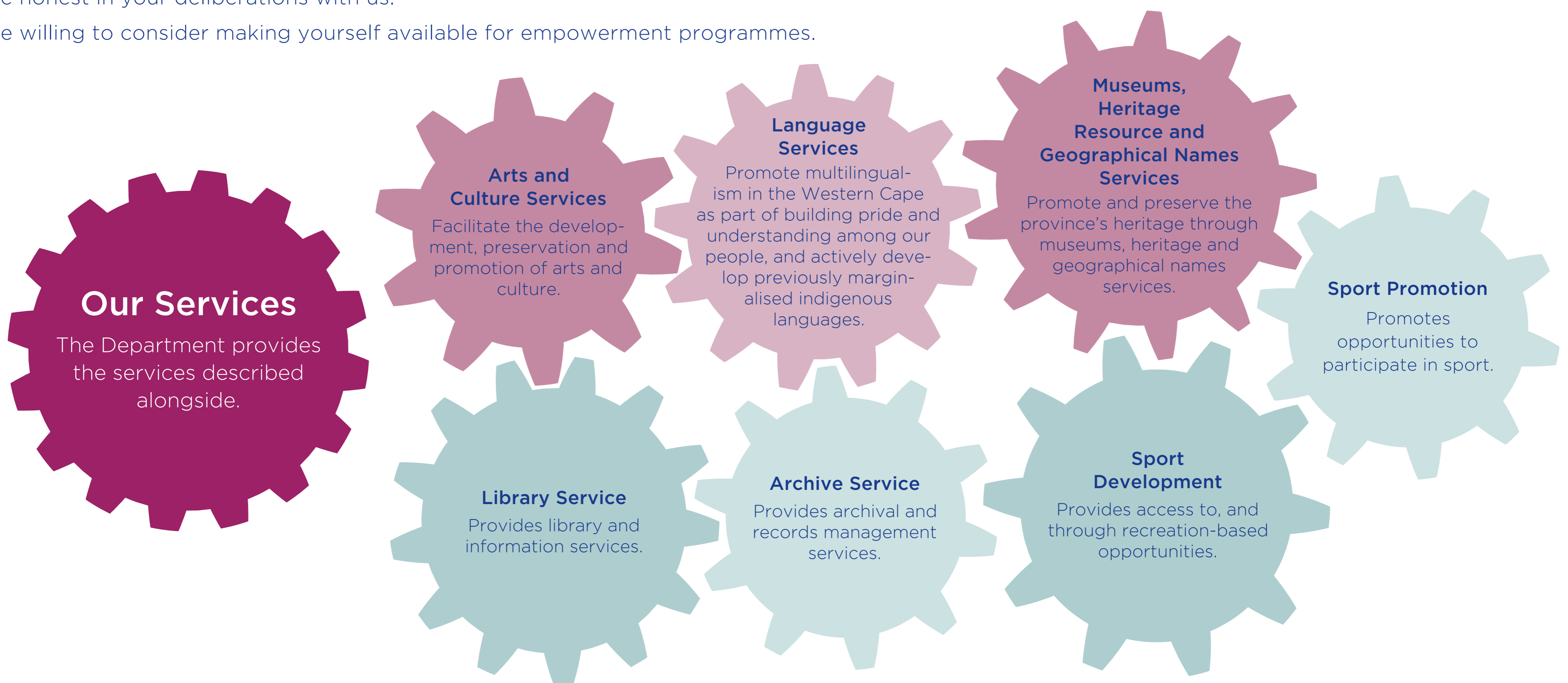
OUR VISION

The Department's vision is to contribute to a socially inclusive, creative, active and connected Western Cape.

OUR PURPOSE

The Department's mission is to encourage excellence and inclusivity in sport and culture through the effective, efficient and sustainable use of our resources, and through creative partnerships with others.

As we move towards excellence, we will create the conditions for access, mass participation, talent identification and skills development.



We Value Being Accessible

- Our buildings are accessible to people with disabilities.
- Our buildings are clearly identified with visible signage.
- Our Service Access Booklet provides contact details of key management staff.
- The Department's Service Standards Schedule is available at: www.westerncape.gov.za/cas.
- We will endeavour to render our services in all three official languages of the Western Cape.

**Office hours:
Monday to
Friday
7:30-16:00**

Our Redress Mechanism

If you have a complaint, you are welcome to contact us. We will respond to your complaint within 14 working days. If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred and give you an indication of when we expect them to reply.

You are invited to send any suggestions, compliments, constructive criticism or recommendations for improvement of our services or standards to:

The Head: Communication, Tel: 021 483 9877, Fax: 021 483 9521 or Email: Dcas.Com@westerncape.gov.za.

Western Cape Government Call Centre: 0860 142 142 (07:00 to 19:00)