The Department of Community Safety is committed through this Service Charter to provide services to you. Let’s make service delivery BETTER TOGETHER

WHO WE ARE

The Department of Community Safety aims to increase safety for all the people in the Province by promoting professional policing through effective oversight, by ensuring the safety at all public buildings and spaces, to facilitate safety partnerships and programmes and to build greater safety and security organisational resilience.

OUR PURPOSE

In delivering our mandated services, we are striving towards the following standards, which can be divided into various categories:

A safer open opportunity society for all... building resilient communities responsive to safety needs.

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OUR RESPONSIBILITY TO YOU

• Twitter: @RewardaCop
• 24/7 dedicated system to receive reports about police service delivery complaints/compliments.
• We will acknowledge receipt of your request within 8 working hours.
• We will answer telephone calls within (15) seconds of ringing during office hours.
• We will respond to all your e-mails within (60) working hours.
• We will send a reply within 10 working days. If we cannot give a reply within ten working days, we will explain why and tell you when you can expect a reply.
• When you send in an application or request, we will provide a fair and objective assessment based on the information submitted.
• We will give you informed, useful and constructive feedback.
• Keeping to the timelines we have set for each type of service.

YOUR RESPONSIBILITY TO US

We expect you to:
• Be treated with courtesy and respect and in a dignified manner at all times.
• Be cordial about the quality of service expectations.
• Full information upon request in an open and transparent manner.
• Access to prompt and efficient service in accordance with service delivery standards.
• An apology for redress should any service lapses occur.
• An assurance of value for money in all services provided.
• Receive protection when you report any police misconduct.

CUSTOMER RIGHTS

• Be treated with courtesy and respect and in a dignified manner at all times.
• Be cordial about the quality of service expectations.
• Full information upon request in an open and transparent manner.
• Access to prompt and efficient service in accordance with service delivery standards.
• An apology for redress should any service lapses occur.
• An assurance of value for money in all services provided.

WE VALUE BEING ACCESSIBLE

To care for those we serve and work. To be honest and do the right. To take responsibility. To serve the needs of our citizens and employees. The ability and capacity to do the job we were employed to do.

EXECUTIVE AUTHORITY DECLARATION:

I, Dan Plato, commit the Department of Community Safety in terms of Part III, C2 of the Public Regulations, 2001 as amended, to adhere to this charter.

Dan Plato