

19 May 2020

Dear Valued Member

**SAPS Service Complaint Centre to investigate poor service**

We have received several very disconcerting reports of law enforcement officers acting outside of the scope of their mandate in terms of the Disaster Management Act, in enforcing the national lockdown and risk adjusted approach to the re-engagement of economic activity.

As reported in the press, and probably experienced by our Members, SAPS and SANDF members sometimes act outside the rule of law. SAPS management cannot guarantee that these incidents will not occur and encourage Members to report incidents of misconduct to the Independent Police Investigative Directorate, or the SAPS Service Complaint Centre.

[https://www.saps.gov.za/services/service\\_complaints\\_centre.php](https://www.saps.gov.za/services/service_complaints_centre.php).

The aim of the process is to redress and investigate a dissatisfaction or disappointment experienced by any person or organisation - locally, regionally, continentally, or internationally - in relation to an action or inaction regarding the service that was rendered, or supposed to be rendered, by law enforcement officers.

Besides providing a platform for complaints to be dealt with on an individual basis, an aggregation of all complaints is also done with a view to identify trends through analysis. The findings are then utilised to inform SAPS management to effect corrective action.

Complaints vary from poor service delivery regarding communication, response, investigations, police negligence, police misconduct and complaints against the SAPS Management or members to general complaints.

For easy referral when reporting a complaint, the "Minimum complaint information" required includes, but is not limited to, full names and surname of the complainant; identity number, residential/business address, telephone and cell phone numbers and email address.

Please also provide a fuller description of the complaint including the province in which the complaint originated, the name of the police station, the case number (if applicable), details of the SAPS employees involved, etc.