

## NOTICE TO ALL WCRC CLIENTS AND VISITORS REGARDING COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

The WCRC is committed to providing quality services to all its clients and visitors. Please give us feedback on your experience here, whether positive or negative, so that we can ensure your needs are met at all times.

- **Verbally:** Speak to the supervisor / person in charge of the department /area. If you have any concerns or complaints about your care or the service that you have received, they will be as helpful as possible and may be able to resolve your concern / complaint right away. They will also report your complaint to the Quality Assurance Manager (QA Manager) for follow up.
  - **In writing:** Complete the Compliments and Complaints form and place it in the boxes provided. Alternatively write to the QA Manager via e-mail on [alferrei@pgwc.gov.za](mailto:alferrei@pgwc.gov.za) or by post P/A WCRC, Private Bag X19, Mitchell's Plain 7789.
  - **Compliments / suggestions** will be passed on to the appropriate staff member/s.
  - **Complaints** will be investigated. We will contact you and aim to finalize your complaint within 25 days of receipt thereof. If a prolonged investigation is required you will be informed. Should you not have had any contact from a WCRC staff member within the prescribed 25 days or feel that the matter has not been resolved to your satisfaction, please contact the QA Manager on tel no 021 370 2349/7 or in writing as per the above.
- Please note:** Should you not provide your name and correct contact details we will unfortunately not be able to manage your complaint fully or provide you with feedback. All correspondence will be treated confidentially.

Contact the QA Manager with any enquiries or should you require further information.

## KENNISGEWING AAN ALLE WCRC KLIËNTE EN BESOEKERS RAKENDE KOMPLIMENTE, KLAGTES EN VOORSTELLE

Die WCRC is verbind tot die lewering van kwaliteitsdienste aan alle kliënte en besoekers. Gee asseblief vir ons terugvoer oor u ervaring hier, hetsy positief of negatief, sodat ons kan verseker dat al u behoeftes beantwoord word te alle tye.

- **Verbaal:** Praat met die supervisor / persoon in bevel in die departement / area. Indien u 'n klagte het of besorgd is oor versorging of dienste ontvang, sal hulle u waar enigsins moontlik van hulp wees en mag selfs u klagte daar en dan opklaar. Hulle sal ook u klagte rapporteer aan die Kwaliteitsversekeringsbestuurder (QA Manager) wie die saak sal opvolg.
  - **Skriftelik:** Voltooi die Komplimente en Klagte vorm en plaas dit in die bokse wat voorsien is. Andersyds stuur dit aan die Kwaliteitsversekeringsbestuurder via e-pos te [alferrei@pgwc.gov.za](mailto:alferrei@pgwc.gov.za) of per pos P/A WCRC, Privaatsak X19, Mitchell's Plain 7789
  - **Komplimente / voorstelle** sal deurgevoer word aan die toepaslike personeellede.
  - **Klagtes** sal ondersoek word. Ons sal u kontak en beoog om u klagte binne 25 dae vanaf ontvangs te finaliseer. U sal in kennis gestel word van enige verlenging in die ondersoek periode. Indien u nie gekontak word deur 'n WCRC personeellid binne die voorgeskrewe 25 dae nie of indien u ontevrede is met die uitsluitel van u klagte, kontak asseblief die Kwaliteitsversekeringsbestuurder by tel nr 021 370 2349/47 of skriftelik soos bo vermeld.
- Let wel:** Indien u nie u naam en korrekte kontak besonderhede voorsien nie kan ons ongelukkig nie u klagte volledig ondersoek of terugvoering gee aan u nie. Alle korrespondensie sal vertroulik hanteer word.

Kontak die Kwaliteitsversekeringsbestuurder met navrae of indien u verdere inligting verlang.

## ISAZISO: MALUNGA NEZINCOMO, IZIGXEXO, IZIKHALAZO NEENGCEBISO KWIZIGULANA ZONKE KWAKUNYE NEENDWENDWE.

I-WCRC izimisele ngokunikezela iinkonzo ezisemgangathweni kuzo zonke izigulana kwakunye neendwendwe. Nceda usazise ngezimvo zakho ngendlela ophatheke ngayo apha nokuba intle okanye imbi, khon' ukuze siqinisekise ukuba iimfuno zakho kuyahlangatyezwana nazo ngawo onke amaxesha.

- **Ngokuthetha :** Thetha nomphathi welo candelo/waloo ndawo. Ukuba unenkxalabo okanye isikhalazo ngendlela onotshelwe ngayo okanye ngenkonzo oyifumeneyo, ngokwazisa ngaso kungaluncedo ukuba kusunjululwe inkxalabo okanye isikhalazo sakho ngoko nangoko. Baya kumazisa uManejala oQinisekisa ngoMgangatho(uManejala weQA) ngesikhalazo sakho ukuze silandelelwe.
  - **Ngokubhala:** Gcwalisa ifomu engezincimo nezixeko kwakunye nezikhalazo uyifake kwiibhokisi ezibekelwe oko. Kungenjalo bhalela uManejala oQinisekisa ngoMgangatho (QA Manager) kule imeyile: [alferrei@pgwc.gov.za](mailto:alferrei@pgwc.gov.za) okanye kule dilesi: P/A WCRC, Private Bag X19, Mitchell's Plain 7789.
  - **Izincomo nezixeko kwakunye neengcebiso** ziza kugqithiselwa kubasebenzi abafanelekileyo.
  - **Izikhalazo** ziza kuphandwa. Siza kuqhagamshelana nawe kwaye sine njongo yokuwujonga siwuqkumbele umba wesikhalazo sakho kwiintsuku ezingama-25 sisifumene. Uya kwaziswa ukuba kukho imfuneko yokolula uphando. Ukuba akukho mntu osuka eWCRC othe wakuthinta kwiintsuku ezingama-25 okanye awanelisekanga sisombululo, nceda uqhagamshelane noManejala oQinisekisa ngoMgangatho kule nombolo : 021370 2349/7 okanye ngokuthi ubhalele kwidilesi echazwe ngasentla.
- Qaphela oku:** Ukuba akunikezelanga ngegama ikho kwaneenkukacha zakho ezichanekileyo, ngelishwa asizukwazi ukhlangabezana nesikhalazo sakho ngokupheleleyo okanye ukukunika izimvo zethu ngaso. Yonke imbalelwano iya kuba yimfihlo.

Nantoni na ofuna ukuyiqonda okanye xa ufuna iinkukacha ezithe vetshe qhagamshelana noManejala we-QA oQinisekisa ngoMgangatho.