



# Northpine CID NPC

COMMUNITY | PEACE | GROWTH

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Reg No. 2017/224442/08

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Established 2017

## **COMPLAINTS / REQUESTS**

The NCID offers numerous channels for dealing with complaints and/or requests.

Some of the channels include the following:

- Telephone or in person in the 24-hour Control Room.
- WhatsApp or phone call
- Email and via website contact messages.

## **PROCESS / PROCEDURE**

Normal complaints / requests are dealt with by the NCID manager as follows:

- The NCID Manager will follow up with the complainant or person lodging the request or get it resolved in one of the following ways:
- Respond via email or WhatsApp.
- Contact the person telephonically.
- Visit the person on site.
- Lodging a service request with the City of Cape Town.
- Scheduling the necessary tasks or actions to resolve the matter.
- Taking the matter to the next Board Meeting.

Formal complaints should be lodged to the NCID management via email. The NCID management will act on the complaint including one or more of the following actions:

- Referring serious complaints to the Board.
- Meeting with the complainant to understand the problem and address the issue.
- Scheduling the necessary tasks or actions to resolve the matter by the NCID management team.
- Logging a service request with the City of Cape Town.
- Communicating with the complainant on the actions taken.
- Follow-up process and communication with the complainant.