

COMPLAINTS FORM

Office of the Chief Family Advocate

We want to make it easy for you to lodge a complaint. Simply fill out this form and email it to:

NationalOfficeFamilyAdvocate@justice.gov.za

PERSONAL DETAILS

Title: _____ Last Name: _____ First name/s _____

Address: _____ Code: _____

Telephone (home): _____ (work): _____ (mobile) _____

Other ways to contact you (e.g. fax or e-mail) _____

Are you the person affected by the complaint? No / Yes.

If not, please advise relationship to the person affected by the complaint: Parent, Friend or Other
(please specify) _____

If you are acting on someone's behalf, please advise his or her details:

Title: _____ Last Name: _____ First name/s _____

Address: _____ Code: _____

Telephone (home): _____ (work): _____ (mobile) _____

COMPLAINT DETAILS

Have you raised your complaint with us before? Yes / No.

If yes, tell us who you spoke to, what were told and why you are still dissatisfied. Attach any document you have from previous contact. Use a separate sheet if needed.

For new complaints, tell us what happened? Who was involved? When and where did it happen? For example, does your complaint involve a decision or action that impacted on you or perhaps the quality of the service? Make sure you tell us the specific office the problem occurred. Attach separate sheet if needed.

What would you like to see happening as a result of your complaint?

Have you done anything about your complaint already? Perhaps you sort advice from a legal professional? If yes advise details , such as the person you spoke to and what advice given:

WHAT TO EXPECT

We take complaints seriously. **We will contact you within 2 working days** of receiving the complaint to advise you of what we will do and expected time it will take. Thank you for bringing the matter to our attention.