the doj & cd
Department:
Justice and Constitutional Development
REPUBLIC OF SOUTH AFRICA

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.

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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.

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

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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:

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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.

E-mail Form