



EASTLAKE ISLAND CID NPC

COMPLAINTS PROCEDURE

Should you have any complaints with regards to the service of the Eastlake Island Community Improvement District (ELICID) management and/or its service providers, the following procedure/process is to be followed:

1. Report your complaint by email to info@eastlakeislandcid.co.za
2. All complaints will be communicated via email for record keeping purposes and to ensure that the ELICID responds on each aspect raised.
3. Give a maximum of two weeks for a response. In some instances, the ELICID cannot resolve the problem and needs to liaise with other stakeholders. Should there be extended delays in obtaining feedback from external stakeholders, you will be informed accordingly.
4. The relevant director will deal with your complaint and advise the service provider on any actions should such be required.
5. You will receive a written response from the ELICID Director who will act on behalf of the ELICID board, with the necessary consultation.
6. When you have received a response, and it is to your satisfaction, the matter will be considered closed.
7. Should you not be satisfied with the feedback of the ELICID Director, you may request escalation to the next authority.
8. A member of the ELICID board will provide you with proof of such escalation to the next level of authority which will be the Joepie Joubert, Manager of the City of Cape Town's City Improvement Districts.
9. At this point, the City's unit will address your complaints and provide you with the relevant feedback on the action taken.