LOWER GARDENS
CITY IMPROVEMENT DISTRICT

Public Complaints Process

Our Commitment to You

The Lower Gardens City Improvement District (LGCID) is dedicated to fostering a well-managed, safe, and vibrant community. We are committed to transparency, accountability, and service excellence in all our operations, including urban management, public safety, cleaning, maintenance, parks, and social services. This document outlines a clear and fair process for you to submit and escalate any complaints regarding our services or the conduct of our personnel and service providers.

What is a Complaint?

A "complaint" is an expression of dissatisfaction concerning the LGCID's services, actions, or the conduct of our staff or contractors, where you expect a response or resolution. This process is for formal grievances, not for general enquiries or routine service requests (e.g. reporting a pothole). For general enquiries, please use our standard communication channels.

How to Submit a Complaint

All complaints must be submitted in writing, preferably via email, to ensure a clear record for tracking and accountability.**Step 1: Initial Complaint Submission**
Please email your complaint to: cidmanager@lowergardenscid.co.za

To help us address your concern efficiently, please include the following details in your email:

- **Your Full Name and Contact Information:** (Email and phone number)
- **Date and Time:** When the incident or issue occurred.
- **Specific Location:** Where the incident or issue took place (e.g. street address, nearest landmark).
- **Clear Description:** A factual and concise explanation of your complaint.
- **Personnel Involved (if known):** Names of any LGCID staff or service providers.

- **Supporting Documentation:** Attach any relevant photos, videos, or correspondence.
- **Desired Outcome:** What resolution you are seeking.

Step 2: Acknowledgment and Investigation
Upon receiving your complaint, we will send you an email acknowledgment. Our management team will then investigate the matter thoroughly. This may involve gathering information, speaking with relevant parties, and reviewing documentation.

Step 3: Our Response
We aim to provide a detailed written response to your complaint via email within **two weeks** of your initial submission. This response will outline our findings and proposed resolution. If your complaint requires liaison with external stakeholders (e.g. City of Cape Town departments), and this causes an extended delay, we will inform you and provide regular updates.

Escalation Process
If you are not satisfied with our initial response, you have the right to escalate your complaint through the following steps:
Step 4: Escalation to the LGCID Board of Directors
If you are dissatisfied with the initial response from LGCID management, you may request a formal review by the LGCID Board of Directors.

- Send an email to info@lowergardenscid.co.za, explicitly stating your dissatisfaction and requesting escalation to the Board.
- Include a concise explanation of why the initial response is unsatisfactory.
- The CID Manager will provide you with proof that your complaint has been escalated to the relevant Board Director.

Step 5: Board Review and Final LGCID Response
The LGCID Board will review your escalated complaint. Following their deliberation, the CID Manager will provide you with a definitive written response on behalf of the Board. If you are satisfied with this response, the matter will be considered closed.

Step 6: Escalation to the City of Cape Town's City Improvement Districts Unit
In the event that you remain dissatisfied with the LGCID Board's final response, you have the ultimate right to escalate your complaint to the City of Cape Town's City Improvement Districts Unit.

- Request this final escalation via email to info@lowergardenscid.co.za.
- The CID Manager will provide you with verifiable proof of this escalation, directing your complaint to **Joepie Joubert, Manager of the City of Cape Town's City Improvement Districts**.
- The City's unit will then independently review your complaint and provide their feedback and final determination.

Key Contact Information

Role/Level of Contact	Contact Person/Entity	Email Address	Phone Number
Initial Complaint Submission	Lower Gardens CID	cidmanager@lowergardenscid.co.za	021 891 0483
City of Cape Town's City Improvement Districts Unit	Joepie Joubert (Manager)	joepie.joubert@capetown.gov.za	021 400 5138

Important Notes

- **Confidentiality:** All personal information related to your complaint will be handled with strict confidentiality and in compliance with data protection laws. Information will only be shared as necessary for investigation and resolution.
- **Process Review:** This complaints process is periodically reviewed by the LGCID Board to ensure it remains effective and responsive to community needs.

We are committed to resolving your concerns fairly and efficiently. Your feedback is invaluable in helping us improve our services and maintain a high standard of urban management in the Lower Gardens CID