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Your reference: THE HEAD
 My reference: 3/1/8/6/4 COMPLAINTS AGAINST THE SAPS
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- A. The Divisional Commissioner Attention: Information Analysis Centre
INSPECTORATE
- B. The Section Head
COMPLAINTS RESPONSE AND INVESTIGATION

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN: COMPLAINTS AGAINST THE SAPS: DIVISION: INSPECTORATE: 2014/2015 FINANCIAL YEAR

A1. INTRODUCTION

- 1.1 Herewith, the 1st Quarterly Report in terms of the Annual Performance Plan for the Division Inspectorate.
- 1.2 The report encapsulates the following:
 - Performance in terms of the Key Performance Areas.
 - Management Information and analysis of complaint files processed.
 - Challenges.
 - Way forward.

2. PERFORMANCE IN TERMS OF KEY PERFORMANCE AREAS (KPA)

2.1. KPA 1: Management and coordination of the establishment and maintenance of a centralised database for service delivery complaints received at the Division.

Key Action	Target	Performance
2.1.1 To manage and co-ordinate the assessment and classification of all service delivery complaints received at the Division.	To assess and classify (100%) complaints per day.	100% of complaints received were assessed and classified per working day during the 1 st Quarter 2014/2015.
2.1.2 To manage and co-ordinate the registration and analysis of service delivery complaints on the Complaints Management System within the Division.	To register (100%) complaints received on the Complaints Management System.	100% (540) complaints were received and registered on the Complaints Management System during the 1 st Quarter 2014/2015.
2.1.3 To manage and coordinate the compilation and communication of reports to SAPS Management based on the analysis of the service delivery complaints received.	(3) Monthly reports and (1) Quarterly report forwarded to SAPS Management during the 1 st Quarter 2014/2015.	(4) (1 x Quarterly and 3 x Monthly) reports were forwarded to Management.
2.1.4 To manage and coordinate the development and implementation of the procedural manual to establish and maintain the centralised database for complaints received.	(1) Draft Procedural Manual developed and implemented by 31 March 2015.	(1) Draft Complaints Management System Manual developed.

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

2.2. KPA 2: Management and coordination of the response to and monitoring the investigation of service delivery complaints received at the Division: Inspectorate

Key Action	Target	Progress/Performance
2.2.1 To manage the investigation/finalization period of service delivery complaints received.	To maintain an average of (3) calendar months to finalize service delivery complaints received during 2014/2015.	Average of (3) calendar months taken to investigate/finalize service delivery complaints.
2.2.2 To manage the finalization rate of complaints received.	To maintain the annual finalization rate of 70% during 2014/2015.	A total of 310 out of 879 (35.26%) of complaint files were finalized during the 1 st Quarter.
2.2.3 To manage the development and implementation of awareness programs to address the root causes of service delivery complaints.	(2) Awareness programs developed and implemented by 31 March 2015	(0) Awareness programs were conducted based on Annual root causes analysis for 2013/2014.
2.2.4 To manage and co-ordinate the development of Standing Operational Guidelines on Management of complaints against the SAPS.	(1) Standing Operational Guideline on the management of complaints against the SAPS available by 31 March 2015.	(1) Draft Standing Operational Guideline on the management of complaints against the SAPS is available

3. MANAGEMENT INFORMATION AND ANALYSIS OF COMPLAINT FILES PROCESSED

3.1 Summary of complaints brought forward, received, finalized and carried over.

COMPLAINTS	April 2014	May 2014	June 2014	TOTAL
Brought forward	495	575	623	
Received (including re-open files)	150	134	256	540
Finalized	70	86	154	310
Carried over	575	623	725	

Comment: A total of 725 complaints files were carried over to July 2014

3.2 Comparison of complaints received per province for the period 1 April 2013 to 30 June 2013 and period 1 April 2014 to 30 June 2014 (Origin of complaints)

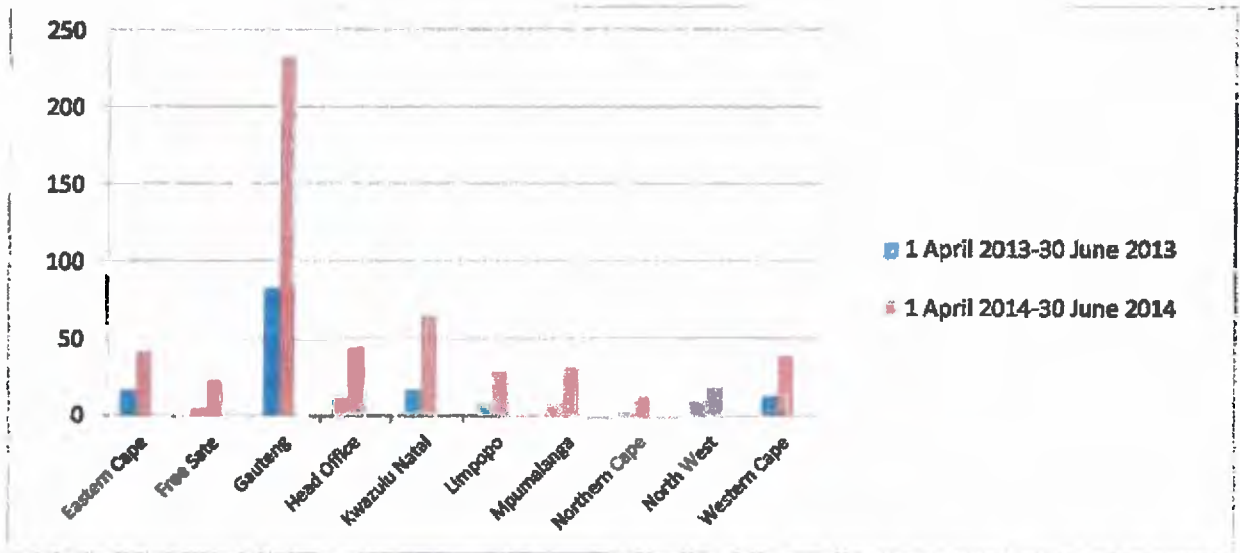
Province	1st Quarter 2013/14	1st Quarter 2014/15	Increased %
Eastern Cape	17	42	147%
Free State	5	24	380%
Gauteng	83	233	181%
Kwazulu Natal	17	65	282%
Limpopo	8	29	262%
Mpumalanga	8	32	300%
Northern Cape	3	13	333%
North West	10	19	90%
Western Cape	13	39	200%
Division: Crime Intelligence	0	2	200%
Division: Detective Service	0	0	0%
Division: Financial Management	0	2	200%
Division: Forensic Services	0	6	600%
Division: Human Resource Development	3	2	-33%
Division: Human Resource Management	2	18	800%
Division: Technology Management Services	1	0	0%
Division: Inspectorate	1	0	0%
Division: Operational Response Services	0	0	0%
Division: Protection and Security Services	0	3	300%
Division: Supply Chain Management	2	1	-50%
Division: Visible Policing	2	5	150%
Directorate: Priority Crime Investigation	0	4	400%
Head: Legal Service	1	1	0%
Head: Presidential Protection Service	0	0	0%
TOTAL	176	520	

- 1st Quarter 2013/2014 = 1 April 2013 to 30 June 2013
- 1st Quarter 2014/2015 = 1 April 2014 to 30 June 2014

Comments:

The comparison between the two periods shows that complaints increased with 364 complaints (207%) during the period 1 April 2014 to 30 June 2014.

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

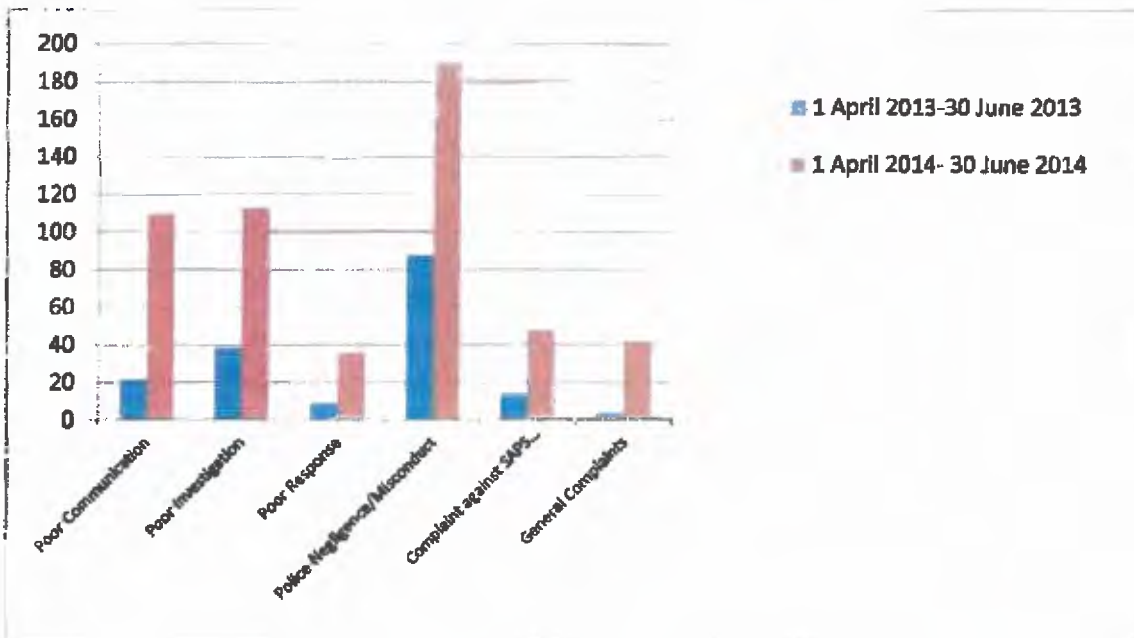


3.3. Comparison of nature of complaints for the period 1 April 2013 to 30 June 2013 and period 1 April 2014 to 30 June 2014

Nature of complaints	1 st Quarter 2013	1 st Quarter 2014	Increased %
Poor communication	22	110	500%
Poor investigation	39	113	289%
Poor response	9	36	400%
Police negligence/misconduct	88	190	215%
Complaints against Management	14	49	215%
General complaints	4	42	950%
Total	176	540	

- 1st Quarter 2013/2014 = 1 April 2013 to 30 June 2013
- 1st Quarter 2014/2015 = 1 April 2014 to 30 June 2014

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR



Comment: It is evident that all nature of complaints has drastically increased comparing the two periods

3.4. Complaint files re-opened as per classification.

Classification	April 2014	May 2014	June 2014	Total
Poor Communication	3	1	1	5
Poor Investigation	2	1	0	3
Police Negligence/misconduct	2	0	1	3
Complaints Against SAPS Management	0	0	0	0
General Complaints	0	2	0	2
Poor Response	0	0	4	4
Domestic Violence Act	0	0	0	0
TOTAL	7	4	5	17

3.5. Re-opened complaint files referred to Provinces/Divisions.

Province	April 2014	May 2014	June 2014	Total
Eastern Cape	2	0	4	6
Free State	0	0	0	0
Gauteng	4	3	2	9
Kwazulu Natal	0	1	0	1
Limpopo	0	0	0	0
Mpumalanga	0	0	0	0
Northern Cape	0	0	0	0
North West	0	0	0	0
Western Cape	0	0	0	0
Division: Crime Intelligence	0	0	0	0

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

Division: Detective Service	0	0	0	0
Division: Financial Management	0	0	0	0
Division: Forensic Services	0	0	0	0
Division: Human Resource Development	0	0	0	0
Division: Human Resource Management	0	0	0	0
Division: Technology Management Services	0	0	0	0
Division: Inspectorate	0	0	0	0
Division: Operational Response Services	0	0	0	0
Division: Protection and Security Services	1	0	0	1
Division: Supply Chain Management	0	0	0	0
Division: Visible Policing	0	0	0	0
Directorate: Priority Crime Investigation	0	0	0	0
Head: Legal Service	0	0	0	0
Head: Presidential Protection Service	0	0	0	0
Total	7	5	8	20

Comment: The above statistics (par 3.5) are included in (par 3.1, 3.2, 3.3 and 3.4).

3.6. Complaints referred to the provinces/divisions.

Province	April 2014	May 2014	June 2014	Total
Eastern Cape	10	6	22	38
Free State	6	5	13	24
Gauteng	69	57	107	233
Kwazulu Natal	17	20	28	65
Limpopo	9	11	9	29
Mpumalanga	12	9	11	32
Northern Cape	5	1	7	13
North West	1	7	11	19
Western Cape	11	10	18	39
Division: Crime Intelligence	1	0	1	2
Division: Detective Service	0	0	0	0
Division: Financial Management	0	0	2	2
Division: Forensic Services	2	2	0	4
Division: Human Resource Development	1	0	1	2
Division: Human Resource Management	4	3	9	16
Division: Technology Management Services	0	0	0	0
Division: Inspectorate	0	0	4	4
Division: Operational Response Services	0	0	0	0
Division: Protection and Security Services	1	0	2	3
Division: Supply Chain Management	0	1	0	1

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

Division: Visible Policing	1	0	4	5
Directorate: Priority Crime Investigation	0	1	3	4
Head: Legal Service	0	1	0	1
Head: Presidential Protection Service	0	0	0	0
TOTAL	1	1	7	9

3.7. Public Service Commission complaints processed:

COMPLAINTS	April 2014	May 2014	June 2014	TOTAL
Brought forward	10	23	23	
Received	13	0	0	13
Finalized	0	0	7	7
Carried over	23	23	16	

Comment: 16 complaints received from the Public Service Commission have been carried over to July 2014

3.8. Presidential Hotline complaints processed:

COMPLAINTS	April 2014	May 2014	June 2014	TOTAL
Brought forward	118	141	184	
Received	39	58	60	167
Finalized	16	35	57	108
Carried over	141	164	167	

Comment: 167 complaints received from the Presidential Hotline have been carried over to July 2014

3.9. Complaints relating to non-compliance with the Domestic Violence Act:

Classification	April 2014	May 2014	June 2014	Total
Domestic Violence Act	0	2	2	4
Total	0	2	2	4

3.10. Finalized complaint files per root cause:

Classification	April 2014	May 2014	June 2014	Total
Police Negligence/Misconduct	20	28	37	85
Poor Communication	11	20	35	66
Poor Investigation	12	18	20	50
Poor Response	0	6	6	12
Complaints Against SAPS Management	2	1	3	6
Unfounded	18	11	43	72
Civil Matter	1	2	3	6
Duplicate files	0	0	4	4

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

General Complaint	0	0	1	1
Referred: Internal (Prov: GP: Legal Services)	3	0	1	3
Referred: External (Department: Agriculture, Forestry & Fisheries)	3	0	1	5
TOTAL	7	0	1	3

3.11. Complaints received per post/email/fax/newspaper articles (origin of complaints):

ORIGIN OF COMPLAINTS	April 2014	May 2014	June 2014	TOTAL
Ministry of Police	20	3	7	30
National Commissioner	2	7	57	66
Public Service Commission	13	0	0	13
Public Protector	18	0	1	19
Presidential Hotline	39	58	60	157
Newspapers	2	0	0	2
Other (Centre for Service Excellence)	16	19	58	93
Community	40	42	44	126
Civilian Secretariat for Police	0	5	29	34
TOTAL	150	134	241	540

3.12. Complaints received personally and telephonically at the Call Centre:

	April 2014		May 2014		June 2014		TOTAL	
	Received	Finalised	Received	Finalised	Received	Finalised	Total Received	Total Finalised
Personally	3	1	4	0	6	0	13	1
Received by telephone	1	0	3	0	12	0	16	0
Referred for further investigation	4		7		18		28	

3.13. Messages retrieved from the voice recorder at the Call Centre.

	April 2014	May 2014	June 2014	TOTAL
Retrieved from the Voice Recorder	111	106	140	357
Total number of Unusable Calls	86	88	114	288
Total number of Useable Calls	25	18	26	69

4. NEW AND FINALISED COMPLAINTS: STATIONS THAT GENERATED THE MOST COMPLAINTS ((TWO (2) OR MORE COMPLAINTS)) AS WELL AS STATIONS THAT ARE

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

LISTED ON THE 290 STATIONS THAT WERE DESIGNATED IN THE 2012/13 FINANCIAL YEAR AS STATIONS THAT CONTRIBUTED TO 70% OF THE SERIOUS REPORTED CRIMES IN SOUTH AFRICA.

PROVINCE	STATIONS	NEW COMPLAINTS	FINALIZED
Eastern Cape	Mount Frere	2	0
	Jamestown	2	0
	Tsomo	2	0
	Mihatha	2	0
	Queenstown	2	0
	Ntabankulu	0	3
	Cambridge	0	
	Grahamstown	0	
	Humewood	0	
Provincial Commissioner: Eastern Cape	5	0	
Free State	Clarens	2	0
	Weikom	3	0
	Park Road	2	0
	Provincial Commissioner: Free State	4	0
Gauteng	Vosloorus	0	1
	Vereeniging	0	1
	Springs	0	4
	Sebokeng	0	2
	Sandton	0	2
	Pretoria North	0	1
	Moroka	0	1
	Midrand	0	2
	Meadowlands	0	1
	Linden	1	1
	Langlaagte	0	
	Kwa Thema	0	1
	Krugersdorp	0	3
	Kempton Park	0	2
	Katlehong	0	3
	Kagiso	0	2
	Jeppe	0	1
	Hillbrow	0	2
	Germiston	0	1
	Garsfontein	0	1
	Edenvale	0	1
	De Deur	0	1
	Dawnpark	0	1
	Daveyton	0	2
	Cullinan	0	2
	Brixton	0	1
	Sebokeng	3	0
	Ga-Rankuwa	8	5
	Mamelodi	2	3
	Pretoria West	5	6
	Sunnyside	6	1
	Muldersdrift	5	0
	Pretoria Central	4	3
	Loate	6	3
	Lytelton	5	0
	Boksburg North	3	0
	Wierdabrug	2	2
	Sandton	1	0
	Lenasia	2	0
	Springs	3	0
Eldorado Park	4	5	
Eersterust	4	0	
Silverton	5	0	
Olivenhoutbosch	5	2	
Norkempark	5	0	
10111	2	0	

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

	Moffatview	2	3
	Dobsonville	2	0
	Brooklyn	3	3
	OR Tambo International Airport	3	0
	Temba	2	0
	Mamelodi East	3	2
	Rietgat	4	1
	Mamelodi	4	0
	Naledi	4	0
	Akasia	3	7
	Kliptown	3	2
	Boschkop	2	1
	Benoni	2	3
	Hercules	2	0
	Honeydew	2	1
	Diepkloof	2	0
	Tembisa	2	1
	Mondeor	2	0
	Booysens	3	0
	Hammanskraal	6	0
	Duduza	2	0
	Langlaagte	2	0
	Midrand	2	0
	Boksburg North	5	0
	Lenasia	4	0
	Evaton	3	1
	Douglasdale	2	1
	Soshanguve	2	1
	Wonderboompoort	2	0
	Eldorado Park	2	0
	Villieria	2	3
	Johannesburg Central	2	0
	Roodepoort	2	2
	Protea Glen	1	0
	Alberton	0	1
	Alexandra	0	1
	Provincial Commissioner: Gauteng	5	0
Kwazulu Natal	Vryheid	0	1
	Verulam	0	2
	Sydenham	0	1
	Pongola	0	2
	Pinetown	0	1
	Pietermaritzburg	0	1
	Phoenix	0	1
	Newcastle	0	1
	Mountain Rise	0	1
	Margate	0	1
	Westville	3	0
	Durban North	2	0
	Nongoma	2	0
	Hammersdale	2	0
	Alexandra Road	2	0
	Newlands East	3	1
	Port Shepstone	3	0
	Durban Central	5	0
	Chatsworth	2	0
	Kwa Mashu	4	0
	Provincial Commissioner: Kwazulu Natal	4	0
Limpopo	Tzaneen	0	1
	Mahwelereng	0	2
	Lephalale	0	1
	Giyane	0	3
	Bela Bela	0	1
	Nebo	2	0
	Polokwane	2	0
	Musina	5	3
	Thohoyandou	2	2

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

	Burgersfort	2	0
Mpumalanga	Witbank	0	1
	Piet Retief	0	1
	Mhluzi	0	1
	Kabokweni	0	1
	Ermelo	0	1
	Delmas	2	0
	Graskop	2	0
	Kwaggafontein	3	0
	Nelspruit	2	1
	Vaalbank	2	0
	Waterval Boven	2	0
Northern Cape	Kimberley	3	3
	Kuruman	2	0
	Upington	2	1
North West	Brits	2	2
	Lichtenburg	0	3
	Mmabatho	0	1
	Potchefstroom	0	2
	Rustenburg	0	2
	Tlhabane	0	3
Western Cape	Athlone	0	2
	Beaufort West	0	4
	Elsies Rivier	0	1
	Grassypark	0	2
	Guguletu	0	1
	Khayelitsha	0	2
	Kirstenhof	0	1
	Muizenberg	0	2
	Oudshoorn	0	1
	Mitchells Plain	2	0
	Phillippi	2	0
	Mfuleni	3	0
	Ravensmead	2	0
	Provincial Commissioner: Western Cape	3	0
Divisions	Division: Visible Policing	5	0
	Division: Protection and Security Services	3	0
	Division: Financial Management	2	0
	Division: Human Resource Management	16	0
	Division: Forensic Services	5	0
	Directorate: Priority Crime Investigations	4	0

Comments: It should be noted that stations indicated in red are part of the 290 stations in the country which contributed to 70% of the serious reported crimes for the 2013/14 Financial Year and not necessarily generated 2 or more complaints.

270 (50%) of the 540 complaints received in the period 01 April 2014 to 30 June 2014 were related to 137 (47%) of the 290 stations that were designated in the 2012/13 financial year as stations that contributed to 70% of the serious reported crimes in South Africa

6. CHALLENGES

The primary challenges hampering the effective management of service delivery complaints against the SAPS, experienced during the 2013/2014 financial year and not yet satisfactory addressed, are summarized as follows:

6.1 Fragmentation and duplication of complaints:

Fragmentation and duplication of efforts at National and Provincial level because the same complaint is received and simultaneously dealt with at various Divisions and Components. The envisaged plan to centralize complaints at the Division: Inspectorate will definitely avoid duplication of efforts in addressing complaints.

QUARTERLY REPORT: 1 APRIL 2014 TO 30 JUNE 2014 IN TERMS OF THE ANNUAL PERFORMANCE PLAN FOR THE DIVISION INSPECTORATE: 2013/2014 FINANCIAL YEAR

6.2 Complaints Management System:

Although a Complaints Management System is currently utilized, it was found to be insufficient. The system should be reviewed to either factor in additional fields or an advance web-based system should be identified or developed that will conform to the specific needs. This will ensure a centralized database and data integrity of the information captured on the system that should also serve as the national database for complaints against the SAPS.

6.3 Shortage of functional officers:

Shortage of functional officers to effectively cope with the volume of work generated by the large number of complaints against SAPS received at the Division: Inspectorate. These complaints mainly originate from the Presidential Hotline via the Centre for Service Excellence. It must be noted that the complaints increased with 206% if you compare the statistics from the 1st Quarter 2013/2014 with the 1st Quarter 2014/2015.

6.4 Opening of New Files:

The current procedure to open new files at Head Office Registry and have it registered on the Registry System needs to be streamlined. A consultation process will take place between Brig Senekal from Division: Inspectorate and Brig Babedi of Head Office Registration in this regard.

7 WAY FORWARD

7.1 The implementation of the envisaged structure will solve the issue of shortage of personnel and duplication of efforts to address complaints.

7.2 A suitable web-based database must be identified or developed in conjunction with TMS and other role players which would serve as a national and centralised database for all service delivery complaints against the SAPS.

B1. Copy for your information.


MAJOR GENERAL
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DIVISION: INSPECTORATE
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