Complaints Process

SAPS

Report received by IPID

Member of the Public

Crime Scene

Discussion

Investigation

```
                    ┌─────────────────┐
                    │ Recommendations │
                    └────────┬────────┘
              ┌──────────────┴──────────────┐
              ▼                              ▼
    ┌──────────────────┐         ┌──────────────────┐
    │ Recommendations to│         │ Recommendations to│
    │      SAPS        │         │       DPP         │
    └────────┬─────────┘         └────────┬─────────┘
             │                            │
             ▼                            ▼
    ┌──────────────────┐         ┌──────────────────┐
    │   Disciplinary   │         │  Criminal Trial  │
    │    Procedure     │         │                  │
    └────────┬─────────┘         └────────┬─────────┘
             │                            │
             ▼                            ▼
    ┌──────────────────┐         ┌──────────────────┐
    │     Outcome      │         │     Outcome      │
    └────────┬─────────┘         └────────┬─────────┘
              └──────────────┬──────────────┘
                             ▼
                    ┌──────────────────┐
                    │ Feedback provided│
                    │  to Complainant  │
                    └──────────────────┘
```

Recommendations

- **Recommendations to SAPS** → **Disciplinary Procedure** → **Outcome**
- **Recommendations to DPP** → **Criminal Trial** → **Outcome**

Both Outcomes → **Feedback provided to Complainant**