

# Feedback, complaints and representations

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As a public service institution, we are aware that as you come to experience our services we may not always get things right the first time.

We constantly strive to improve and provide the highest standards of service to you - to serve with humility, professionalism in an ethical manner ethics. Your constant feedback is valuable in holding us accountable when your experience with the NPA falls short of our promise of access to justice, fair prosecutions without fear or favour.

Handling complaints is an important part of the public service that we provide. We aim to provide the highest standards of service and to get things right. If you would like to provide feedback or make a complaint on any aspect of our service, we would like to hear from you.

## **Our complaints and representations system:**

It explains how you can provide us with feedback on our services, both negative and positive or complain if you are dissatisfied with the service that we have provided.

## **Representations**

### *What is a representation?*

A representation is an appeal submitted to the NPA if you are dissatisfied with the decision taken by the prosecutor to prosecute or not to prosecute a case, or with the manner in which the prosecutor dealt with the case (whether procedurally or ethically). The purpose of submitting a representation is to have the said decision reviewed by a higher authority in the sequence highlighted above, in which case and upon review, the higher authority may concur with the decision or may come to a different decision.

**Representations at lower courts ([click here to find the relevant contact](#)) [Link goes to the contact database of SPPs and Chiefs. Make sure it's always updated. Also put the link to the form here.](#)**

- Where a decision of a lower court prosecutor to prosecute or not to prosecute is the subject matter of the representation, the request for the review is to be directed to the Senior Public Prosecutor responsible for that court.
- If the representor is still dissatisfied with the decision of the Senior Public Prosecutor, the representations should be escalated to the Chief Prosecutor [List of chief prosecutors](#) or the Director of Public Prosecutions [List of DPPs](#)
- If the representor is still dissatisfied with the decision of the Director of Public Prosecutions, the final appeal should be submitted to the office of the National Director of Public Prosecutions (NDPP).
- [Click here](#) to submit representations to the NDPP or submit via email to [Respadmin@npa.gov.za](mailto:Respadmin@npa.gov.za)
- Kindly note that representations concerning the conduct of a prosecutor of whatever rank, should be directed to the Director of Public Prosecutions. [List of DPPs](#)

**Format for submitting representations to the NDPP**

- Representations should be in writing and should include all relevant information pertaining to the case, such as the police CAS Number, name of the accused or suspect, court and case number, if applicable, as well as a copy of the correspondence from the Director of Public Prosecutions regarding his/her decision in the matter.

**Who can submit a representation?**

Representations can be submitted by the individual concerned or on their behalf by a nominated representative such as a family member or friend, legal representative or support group. If you nominate a representative to complain on your behalf, you will need to give permission in writing for the representative to act for you.

## **What is the feedback process and timelines after submitting a representation?**

The office receiving the representations will acknowledge receipt within 24 hours. Further feedback will be provided to the representor, via email, within 7 working days. If the representation is not resolved within that period, the office dealing with the representation will advise within the same period how much longer the matter will take to resolve.

## **Complaint reporting procedure**

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The complaint handling process of the NPA has been outsourced to a hotline entity that provides a call centre and reporting service. Over and above the reporting service of the hotline, incidences of unethical conduct may also be received via emails and referrals from NPA employees and members of the public. Examples and instances of such unethical conduct include, but not limited to the following

- Corruption
- Fraud
- theft
- Forgery and uttering
- Bribery or acceptance of gratuities
- Maladministration
- Misuse of funds or assets
- Misuse of official resources.
- Illegal disclosure of information
- Acts of dishonesty
- ill treatment of the members of the public
- Abuse of authority
- Travel-related fraud
- Benefits and allowance fraud
- Conflict of interest
- Nepotism
- Favouritism
- Racism or discrimination
- Non-compliance with the NPA policies, rules and regulations

## **1. Lodging of complaints**

Lodgement of complaints of unethical conduct may be directed and reported as follows:

- By means of contacting a toll-free number – 0800 212 580.
- By means of sms to 30916
- By means of email to [NPA-fraud@thehotline.co.za](mailto:NPA-fraud@thehotline.co.za)
- By means of Fax2email to 086 726 1681.
- By means of Web App – [www.thehotlineapp.co.za](http://www.thehotlineapp.co.za).
- By submitting the form by [clicking here](#)(or sending an email to [thehotline@npa.gov.za](mailto:thehotline@npa.gov.za))

### **Who can complaint?**

- Public
- NPA employees