



Strand Business Improvement District NPC (SBID)

Company Reg No: 2014/240759/08

2nd Floor, Friedman & Cohen, 10 Wesley Street, Strand SP, Western Cape, 7140

COMPLAINT RESOLUTION PROCESS

The SBID offers numerous channels for dealing with complaints. Formal complaints are lodged to the SBID management via email. The SBID management will act on the complaint including one or more of the following actions:

- Referring serious complaints to the COO and CEO of the management company and/or the Board.
- Meeting with the complainant to understand the problem and address the issue.
- Scheduling the necessary tasks or actions to resolve the matter by the SBID management team.
- Logging a service request with the City of Cape Town.
- Communicating with the complainant on the actions taken.
- Follow-up process and communication with the complainant until the matter is resolved.
- Complaints are also received via website contact messages, email replies to newsletters and feedback via various social media platforms including dedicated WhatsApp groups which are monitored via the central control room.
- Telephonic complaints are also dealt with via the operational managers, or the central control room and the central control room number is visible on all patrol vehicles.