



Scott Estate & Baviaanskloof CID
SEBCID NPC Reg. No: 2020/498869/08

Dear SEBCID residents,

Should you have any complaints with regards to the services of SEBCID and/or its service providers, the following procedure/process is to be followed:

1. Report your complaint by email to info@sebcidhoutbay.org
2. All complaints must be reported to SEBCID via e-mail and will be responded to via email for record keeping purposes.
3. Give a maximum of two weeks for a response. In some instances, the SEBCID cannot resolve the problem and needs to liaise with other stakeholders. Should there be extended delays in obtaining feedback from external stakeholders, the complainant will be informed accordingly.
4. Once you have received a response, and it is to your satisfaction, the matter will be considered closed.
5. Should you not be satisfied with the response received, and wish to escalate the matter, then you may request that the matter be escalated to the SEBCID board of Directors.
6. The relevant portfolio Director will then deal with your complaint and advise on actions, should any be required.
7. You will receive a written response from the SEBCID Director who will act on behalf of the SEBCID board, following the necessary consultation.
8. Should you not be satisfied with the feedback of the SEBCID Director, you may request escalation to the next authority.
9. The director concerned will provide you with proof of such escalation to the next level of authority which will be the relevant Manager of the City of Cape Town's City Improvement Districts.
10. At this point, the City's unit will address your complaints and provide you with the relevant feedback on the action taken.