

## **Where to complain if you are not satisfied**

If you are not satisfied with services provided or your rights are not being observed by SAPS, Prosecutors, Magistrates, Clerks of the Court, Social Workers, Parole Officers (Correctional Services Personnel), you can complain to the particular Government Department.

### **For complaints against Magistrates, Prosecutors and Clerks of the Court contact:**

#### **Department of Justice & Constitutional Development:**

Tel: 012 315 1111 / Fax: 012 326 0991

Private Bag X81, Pretoria, 0001

Email: [victimcharter@justice.gov.za](mailto:victimcharter@justice.gov.za)

<http://www.doj.gov.za>

#### **Judicial Services Commission:**

Tel: 051 447 2769 / Fax: 012 447 0836

PO Box 258, Bloemfontein, 9300

#### **Magistrates Commission:**

Tel: 012 325 3951 / Fax: 012 325 3957

PO Box 9096, Pretoria, 0001

#### **National Prosecuting Authority:**

Tel: 012 845 6000 / Fax: 012 845 7311

Private Bag X752, Pretoria, 0001

<http://www.npa.gov.za>

### **For complaints against the Police contact:**

#### **The South African Police Service:**

Tel: 012 339 1000 / Fax: 012 339 1530

Private Bag X94, Pretoria, 0001

[http:// www.saps.org.za](http://www.saps.org.za)

**The independent Complaints Directorate:**

Tel: 012 320 0431 / Fax: 012 320 3116

Private Bag X941, Pretoria, 0001

http:// [www.icd.gov.za](http://www.icd.gov.za)

**Complaints against correctional service personnel can be directed to:**

Department of Correctional Services

Tel: 012 307 2000 / Fax: 012 342 3025

**If you want information on the Victims Charter or Minimum standards, you can contact the Department of Justice & Constitutional Development:**

Tel: 012 315 1670 / Fax: 012 315 1960

email: [victimcharter@justice.gov.za](mailto:victimcharter@justice.gov.za)