



### **Fish Hoek Business Improvement District Complaints Procedure**

Should you have any complaint regarding the service of the Fish Hoek Business Improvement District personnel and/or its service providers, the following procedure is to be followed:

1. Report your complaint via email to [riaan@fishhoekbid.co.za](mailto:riaan@fishhoekbid.co.za) or [donve@fishhoekbid.co.za](mailto:donve@fishhoekbid.co.za)
2. All complaints will be communicated via email for record keeping purposes and to ensure that the FHBID responds on each aspect raised.
3. Give a maximum of two weeks for a response. In some instances, the FHBID would need to liaise with other stakeholders, and will inform you accordingly.
4. When 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, you can request that the Operations Manager or staff escalate the complaint to the FHBID Board of Directors.
6. The Operations Manager will provide you with proof of the escalation to the Directors.
7. The Directors will then deal with your complaint and advise the Operations Manager on what actions should be taken.
8. You will receive a written response from the FHBID Chairman/Deputy Chairman who will act on behalf of the FHBID board.
9. Should you not be satisfied with the feedback of the FHBID Directors, you may request a further escalation to the next authority.
10. The Operations Manager will provide you with proof of such escalation to the next level of authority who will be Joepie Joubert, Manager of the City of Cape Town's City Improvement District.
11. At this point, the City's unit will address your complaint and provide you with the relevant feedback on the action taken.

Fish Hoek Business Improvement District  
(NPC Registration No 2000/031844/08)  
21 Second Avenue, Fish Hoek 7975  
[fncid@telkomsa.net](mailto:fncid@telkomsa.net)

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