

**Report on Complaints received from April 2019 to December 2019**

**Complaints received for the year 2019/2020**

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| **April** | **Clients details** | **Nature of complaints** | | **Location** | **Reasons for referring** | **Status quo** |
|  | Victor Msweli | Grant applicant since 2014 | | Durban | Client needed to follow the grant procedure and was not happy with the feedback given. | Client does not want to comply he says he does not have money to go to the branch. Branch will organise the team for outreach. Closed |
|  | Refilwe Lerato Senoko | Second grant application | | Bloemfontein | Clients did not understand the process for second application. | Client given the procedure for second application. Closed. |
|  | Siyabonga Tshabalala | Client is waiting for the prize that he won from November 2018 | | Pretoria | Complainants were asked to apply as individuals for grant as a condition. | Closed. |
|  | Ayanda Mngoma | The client’s application rejected because of debt review and this was a second grant application | | Durban | The client was indebted after her first grant was approved thus declined. | Closed. |
|  | Mzukisi Luzipho | Service provider awaiting for payment. | | Head office /DRN | The documents of the service provider were not up to-date | Pending |
|  | Kulani Muthembi | Applied and was not given feedback  (ethical issue) | | Pretoria | Bribe allegation was referred to internal audit | Escalated to internal auditing. No substantive finding. Closed |
|  | Hellen Mhlongo | | She was recruited as a volunteer in Pretoria Ga-Rankuwa | Pretoria | The was a delay in paying young people who were in the project and some did not have clarity on how it was to be done. | Client paid and complaint closed |
|  | Black Umbrella | | 16 young people who won a competition between NYDA and Black Umbrellas | Pretoria Branch | Misunderstanding on grants allocated to the winners. | Client informed and closed. |
| **May** | Sifiso Mthethwa | | Grant | Pretoria | Client refused to go to the branch for application he sighted transport money. | Outreach and done and complaint closed. |
| **June** | Victor Msweli | | Grant applicant since 2014 | Durban | Client does not want to comply he says he does not have money to go to the branch. Branch will organise the team for outreach. | Closed |
|  | Raymond Ledwaba | | Grant application | Krugersdorp | Was incorrectly captured but was corrected by ICT | Closed |
|  | Refilwe Lerato Senoko | | Second grant application | Bloemfontein | Client did not apply correctly for the second grant. | Closed |
| **July** | Sakhwe Vezile | | Grant applied for Oct 2018 contract signed in April 2019 returned by finance | Port Elizabeth | Challenges with authenticity of quotations. | Closed and grant paid. |
|  | Rabelani | | Outreach done between March – April still not paid | Thulamela | Outreach work not paid. | Paid and closed. |
|  | Mpho Muddau | | Outreach project the clients will be paid this month | Head Office | Outreach work not paid. | Paid and closed. |
|  | Azile Kama | | Grant applied for but no feedback | Cape Town | The client was send a decline letter on the 21st of June. | Closed |
|  | Zandile Nkabinde | | Client applied for company registration 2018 and has not been serviced. | Secunda | Client assisted to complete registration. | Completed and closed. |
|  | Chesrae Petersen | | Attended training but then declined for the grant process. | Cape town | Our products are independent of each other that is why the client was given training. Secondly if the client was within the process when he turned 35 years the grant process would have continued but he was going to be 36years.This was communicated to the client in April 2018 | Closed |
|  | Sandisiwe Poswa | | Grant applicant. Client was approved but when capturing on CRM an error occurred and was not resolved. | Pretoria | Error was corrected by ICT and client paid. | Closed. |
|  | Buti Oliphant | | Client applied and was approved for grant | Krugersdorp | Grant not paid. The branch failed to inform the client of the delay caused by some documents in the pack | Paid and closed. |
|  | Nthabiseng Margaret Mokati | | Certificate not being recognized by the Bloemfontein branch. | Bloemfontein | Client did train and wanted to apply for the grant and thought her certificate would not be accepted | Client applied. Closed. |
| **Sept** | Vincent Ratlane | | Client still waiting for Bus Reg Certificate | Tzaneen | Client still waiting for Bus Reg Certificate | Client was sent a copy of his certificate, and he has received his original. Closed. |
|  | Sibusiso Leoa | | Was approved three month ago for grant | Krugersdorp | Grant not paid. | Paid and closed. |
|  | Tabitha Style fashioners | | Client could not apply for grant after training because of age | Johannesburg | Client could not apply for grant after training because of age | Client was referred to other institution. Closed. |
| **Oct.** | Shanelle Mabaden | | Client wants to apply for business registration | Durban | Client not contacted for feedback. | Client contacted and closed. |
|  | PAPU | | Outreach to training young people he organized | JHB | Organization unhappy that NYDA could not conduct training at their center. | Training organized and closed. |
|  | Sinovuyo Moabalobelo | | Partnership | Pretoria | Partnership meeting not forthcoming. | Meeting arranged and closed. |
| **Nov** | Paballo Phati | | Training | Krugersdorp | Paballo was given two opportunities to join training and she was not comfortable with the areas suggested. | Training arranged at preferable location. Closed. |
| **Dec** | Silindokuhle Zama | | Client wanted to apply for grant funding | Durban | Misunderstanding with regards to application documents. | Client was given all the details to follow with the application. Closed. |
|  | Ms Hlahokoane | | Applied for grant | Bloemfontein | The client was approved for one item, but changes took place in the process | Item being attended to. Open. |
|  | Mpho Dibakwane | | Client applied last year and was approved but payment not made. | Krugersdorp | Scanned documents came through as blank. | Paid and closed. |
|  | Kamva Jonas | | Applied for Training since 2019. Client was told that he can only be trained later in 2020 because of the backlog we are experiencing | JHB | West Rand who is assisting JHB managed to get space for him to attend training. | Closed. |