**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**PARLIAMENTARY QUESTION NO: 501**

**DATE OF QUESTION: 20 MARCH 2020**

**DATE OF SUBMISSION: 03 APRIL 2020**

**Dr M M Gondwe (DA) to ask the Minister of Justice and Correctional Services:**

What progress has his department made in establishing the Office of Complaints and Ethics to deal with service-related complaints and allegations of corruption?

**NW685E**

**REPLY:**

**Service delivery – related complaints:**

The Department of Justice and Constitutional Development (Department) has an approved Integrated Complaints Management Framework aimed at providing guidance and procedures in the management of complaints received from members of the public. Amongst others, the Framework states that complaints shall be finalised within fourteen (14) working days of receipt of the complaint. A dedicated e-mail account, [servicedelivery@justice.gov.za](mailto:servicedelivery@justice.gov.za), has also been established so as to facilitate streamlining of incoming complaints. The Department is in a process of establishing a call centre which is part of the bigger citizen-engagement strategy, and this will be finalised over the MTSF.

**Ethics Management:**

The Department has put controls in place in order to promote Fraud and Corruption Prevention. Amongst those is the Anti-Corruption and Ethics Management Policy as well as the Whistle Blowing Policy. The Anti-Corruption and Ethics Management Policy proposes an integrated approach to the fight against corruption and management of ethics, coupled with continuous awareness creation through sessions, information posters and leaflets, etc.

The Department has taken the stance that the management of ethics and fighting corruption activities is the responsibility of all officials, however designated key role players such as the Director-General (Acting), Ethics Champion and Ethics Committee members, Integrity Management Unit are bestowed with the responsibility to ensure the effective and efficient management of ethics.

All allegations pertaining to corruption within the Department are being investigated by the Internal Forensic Audit Unit. If the investigation reveals that there is substance in the allegation, the matter will be referred to Human Resource Management for disciplinary action. The allegation is also referred to the relevant Law Enforcement Agency for criminal investigation, i.e. the South African Police Service or the Directorate for Priority Crime Investigation. The Department will follow-up on the criminal investigation until it has reached its logical conclusion.