

PROCEDURE COMPLAINTS AND FEEDBACK

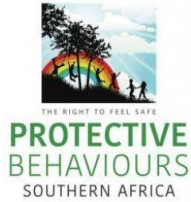
Protective Behaviours Southern Africa (PBSA) is a community serving organisation, dedicated to providing a skills development programme that promotes personal safety for children, youth and adults. By its nature, the organisation is serious about ethical standards. Therefore, participation in the organisation's programmes is subject to the acknowledgement of the organisation's rules, policies and procedures.

In the interest of transparency and good relations, any individual involved with Protective Behaviours Southern Africa (PBSA) is open to the use of this complaints and feedback procedure.

Protective Behaviours Southern Africa encourages open communication and channels for feedback at all levels, whether positive or negative. We are committed to receiving and acting upon such feedback in a timeous and professional manner.

How to contact us:

For the purposes of complaints management, you can speak to any member of PBSA. Alternatively, you can submit a written complaint to chair@pb.org.za or secretary@pb.org.za. For assistance in formulating your complaint, you may make use of the attached COMPLAINTS FORM.



COMPLAINTS FORM

Name of complainant (your name)	
Telephone Number	
Email	
Date of Complaint	
Date of incident	
Give the name of the person/s whom the complaint is about	
Describe in detail the nature of your complaint: _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____	
Describe what measures you think can be taken to avoid a repeat of the complaint and alleged incident: _____ _____ _____ _____ _____ _____ _____ _____ _____	
Signature of Complainant	