



Frequently Asked Questions

1.

What is the Presidential Hotline (PH)?

The PH, established by the Presidency in September/October 2009, is a facility to receive and facilitate resolution of service delivery complaints.

2. How do I access the service?

Call Centre: 17737 Email: President@po.gov.za Fax: 086 681 0987 Post:
The Presidency (Presidential Hotline), Private Bag x1000, Pretoria, 0001
Call toll free number 17737
Fax: 086 681 0987

2. What are the hours of operation for the call centre?

06h00 am to 22h00 pm Monday to Friday (excluding Public Holidays)

3. Who should use the Presidential Hotline?

Any member of the public who have a query, complaint or compliment about the public service can use the Hotline. Members of the public are encouraged to use the service as a last resort, after having used the complaint systems of a department or agency.

4. What happens when I call the call centre or send an email, fax or letter?

The content of your case will be captured on a web reporting system, you will then be given a reference number, your case will immediately be assigned to the relevant department or agency for investigation and resolution, the department or agency will record their progress on the web reporting system.

5. The call centre line is busy, what do I do?

There are 15 call agents and at times they are all busy. Please try again or use the email/fax/post facility.

6. What can I do to prepare before I call or send my email? Prepare notes of all the key dates, names, your contact details and reference numbers of previous complaints as this will assist with quick and clear capturing of your complaint.

7. What do I do to find out what the progress is with my case? You can call the call centre and provide your reference number. The call centre agent will have access to all the latest information about the progress with your case.

8. I changed my contact details after I received my reference number, what do I do? You must call the call centre with your reference number and ask for your details to be updated on the system - many people are not contactable on the numbers provided when they first called which means that we are not able to call you to either obtain more information or update you on progress.

9. How do I record my satisfaction or dis-satisfaction with the service? Since September 2012, the Hotline conducts satisfaction surveys. If your case is classified as resolved, you will receive a call from an agent who will conduct a short survey to assess the quality of the service you received. If you participate in the survey and rate your resolution as poor, the Presidency will investigate and will inform you of the outcome. The outcome could be that your case is re-opened, or the outcome could be that your case was assessed as having been adequately dealt with.

10. What is a resolved call? A call is classified as resolved when a reasonable response to the complaint has been provided. In cases where the complaint is about requesting funding, housing, land etc you may be provided with information about the appropriate agencies to contact for your request and the case would then be closed.