

How to log complaints and service delivery requests with the City of Cape Town

1. Contact City's Call Centre via the following channels

- Phone 0860 103 089
- Email: ContactUS@capetown.gov.za
- SMS: 31220 [max 160 characters]
- Webpage :

<https://www.capetown.gov.za/en/ServiceRequests/Pages/default.aspx>

2. **You will need to provide** the address, contact person, contact details and a description and nature of the problem / request. For certain requests, (for example refuse removal or electricity issues), the operator may request your Utilities Bill account number
3. **Please be specific** about what needs attention, the exact location of the problem and what action you are requesting.
4. **If you phone** the Call Centre, ensure that the operator supplies you with a Notification Number
5. **If you use the other channels**, a notification number will be sent to you.
6. **Make a note of the notification number** as it must be used when you query the status or progress of your complaint or request.
- 7 **The response time** to a complaint or request varies from department to department
- 8 **If there is no response** after three (3) weeks you may contact the Subcouncil office at (021) 444 9797 to assist you in obtaining a progress report from the relevant department. Remember to quote your notification number.

Note the operating Hours of the Call Centre:

Monday – Friday: 07h00 – 21h00

Saturday: 08h00 – 14h00

Sunday: 09h00 – 13h00

For emergencies / after hours contact: 080 911 4257 or [021] 480 7700

Issued by Alderman Brian Watkyns
email : bwatkyns@icon.co.za

