

Complaints Procedure

Deeds Registry of Eswatini

If you experience a problem with the Deeds Registry Office's services or procedures, please get in touch.

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If you feel unhappy with the way in which we have dealt with you, we want you to let us know so that we can put matters right, to the extent the law, practice and common sense allows. If we have got something wrong, your complaint will also give us a chance to try to improve our service for all our customers.

How to Complain – Service Complaint

Lodge an oral or written complaint with the counter supervisor; Mr. Sandile Mahlalela at 24041813/15 or mahlalelasc@gmail.com

Written feedback via sms or email addressing your complaint shall be received within 72 hours of your complaint. Make sure to give us your full name, cellular number and grievance.

If you're still not satisfied or you alternatively wish to raise your complaint directly with the independent complaints reviewer, do as follows:

Independent Complaints Reviewer

If your complaint has been through our internal complaints procedure and you are still not satisfied or you alternatively wish to raise your complaint directly with the independent complaints reviewer, send the same to the Principal Secretary, Mrs. Winnie Stewart at 76063612 or mnre@swazi.net.

Written feedback via sms or email addressing your complaint shall be received within 7 days of your complaint.

The Principal Secretary's office will independently consider complaints about:

- failures in the Deeds service standards as articulated in the service pledge.
- problems or concerns caused by actions of the Deeds Registry office.

If you're not satisfied with the Principal Secretary's investigation outcome, you can ask your local Member of Parliament to refer the complaint to **Parliamentary Portfolio Committee for the Ministry of Natural Resources and Energy**.

The Principal Secretary's office has power to address administrative and operational complaints. In terms of section 7 of the Deeds Registry Act it has no power to review or overturn any of our decisions about land registration issues, or to comment on points of law. This is the preserve of the Eswatini High Court.

Conveyancing Charges complaints

If your complaint is about conveyancing charges, please first review the tariff schedule in the Deeds Regulations. A copy of the same can be found at www.gov.sz/index.php?option=com_content&view=article&id=288&Itemid=386

If you are still of the mind that you have been over charged, please forward a written fees taxation request together with the conveyancer's quotation or invoice to the Registrar of Deeds as per section 6(2) of the Deeds Registry Act, 1968.

A decision will be communicated in writing within 5 days of your complaint.

Action through court

If your grievance cannot be resolved through our complaints procedure and you are considering court action, you should:

- get independent legal advice before starting proceedings
- serve a copy of such proceedings to the office of the Registrar of Deeds as per section 93 of the Deeds Registry Act, 1968. Do not forget to also cite the Government of Eswatini, as the Deeds Registry is a government department.