

Complaints Procedure

Surveyor General's Department of Eswatini

If you experience a problem with services or procedures in the Surveyor General's Department, 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.

1. How to Complain – Service Complaint

Lodge an oral or written complaint with the counter supervisor; Mr. Musa Masuku at 24046267 or masukumusa699@gmail.com

Written feedback via email addressing your complaint shall be received within 72 hours of your complaint.

2. If you're still not satisfied

Please escalate your written service complaint to the Assistant Surveyor General, Mr. Patrick Mkhonta, at 24046336 or mkhontapsb@gmail.com

Written feedback via email addressing your complaint shall be received within 72 hours of your complaint.

3. Independent Complaints Reviewer

If your complaint has been through our internal complaints procedure and you are still not satisfied, please contact the Principal Secretary, Mrs. Winnie Stewart at 24046244 or mnre@swazi.net.

Written feedback via 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 Surveyor General's Department service standards as articulated in the **service pledge**.
- problems or concerns caused by actions of the Surveyor General's Department.

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**.