



Annual Performance Report

2023 - 2024

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ANNEXURE A

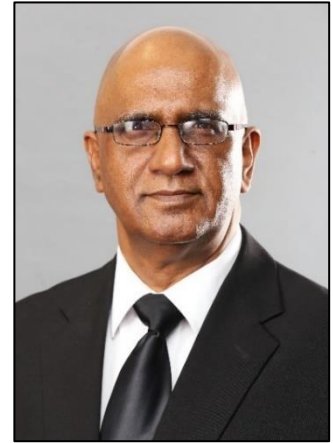
ANNEXURE B

ACRONYMS

AOMA	African Ombudsman and Mediators Association
CEI	Centre for e-Innovation
CMS	Complaints Management System
CSCs	Community Service Centres
CSPS	Civilian Secretariat for Police Services
CTMPD	Cape Town Metro Police Department
DVA	Domestic Violence Act
GCIS	Government Communication and Information Systems
IPID	Independent Police Investigation Directorate
ISS	Institute for Security Studies
IOI	International Ombuds Institute
LEAP	Law Enforcement Advancement Programme
MEC	Member of the Executive Committee
POCS	Department of Police Oversight and Community Safety
PNPs	Policing Needs and Priorities
SAPS	South African Police Service
WCCSA	Western Cape Community Safety Act
WCG	Western Cape Government

FOREWORD

In terms of Section 13 (1) of the Western Cape Community Safety Act, 2013. (Act 3 of 2013) read with Regulation 16 (1) of the Western Cape Provincial Police Ombudsman Regulations, 2020 as amended, the Ombudsman is required to submit an Annual Performance Report, to the Provincial Minister of the Department of Police Oversight and Community Safety, on the activities of the Ombudsman during the previous financial year.



Therefore, it gives me pleasure to submit my 3rd Annual Performance Report of my 5-year tenure and effectively, the 9th Annual Performance Report since the establishment of the office in December 2014.

As part of my 5-Year Strategic Direction 2026¹ document for my tenure in office, we conducted our second internal strategic planning bosberaad with all personnel of the WCPO on 29 and 30 May 2023 at the Hotel Cresta Grande, Cape Town.

Day 1 focussed on a Performance Review of the WCPO for the 2022/2023 Financial Year.

Day 2 focussed on the Strategic Review and Strategic Direction of the WCPO.

The keynote address was delivered by the WCG Department of Police Oversight and Community Safety, Minister Reagen Allen, who thereafter interacted with personnel to understand their challenges at the WCPO and the role his office can play to address these challenges.

Since inception in December 2014 until 31 March 2024 the WCPO has received 4756 complaints. During the period under review, we received 423 complaints for investigation. More information relating to these complaints will be provided in the report.

The Western Cape Safety Plan focuses on data-led and evidence-based policing. There are 13 high crime (Murder) priority stations where Law Enforcement Advancement Program (LEAP) personnel are deployed in the Western Cape. Of the 423 complaints received and investigated by the WCPO during the period under review, 94 complaints emanated from these 13 LEAP priority stations. However, these complaints were not against the LEAP personnel but against the SAPS. Further, the WCPO has no mandate to investigate complaints against LEAP personnel and if complaints are received against them, they are referred to the relevant local authorities.

¹ Western Cape Police Ombudsman Strategic Direction, 2026. This document was presented by Major General (Retired) Oswald D Reddy after appointment, and during the 1st Strategic Planning Bosberaad of the WCPO held by him during 2022.

We have undertaken various outreach activities and joint ventures. Since we do not duplicate investigations, complaints raised during the SAPS ministerial imbizos are dealt with by the Civilian Secretariat for Police Service (CSPS) and the SAPS Inspectorate, and are therefore, not included in the statistics of the WCPO.

The WCPO personnel have attended various outreach campaigns on invitation as can be seen from the activity report where we present our mandate, distribute pamphlets, and issue booklets that highlight the services we offer as part of our vision to build trust and mutual respect between the people and the police in the Western Cape. We offer braille complaint forms for our visually impaired clients.

During December 2024, a partnership was established between the WCPO and the GCIS -Western Cape office to reach out to the rural and outlying areas of the province.

As will be denoted from our organogram, there are several vacant posts which poses a risk that may affect our ability to fulfill our mandate. Further, the 5 posts which were earmarked for the office during the previous financial year was at an advanced stage for appointment when they were withdrawn due to fiscal constraints.

There were three (3) additional posts that became vacant during the year as follows: Firstly, the Head of Office, Ms. Deidre Foster, resigned her position at the end of October 2023 to pursue business interests.

Fortunately, she was replaced by an internal POCS transfer and the WCPO welcomed the new Head of Office, Mrs. Kim Seale, on 1 November 2023.

Secondly, the Case Flow Officer, Carol Ngidi, also left at the end of October 2023 to take up a promotion position within POCS. Her critical position remains vacant.

Thirdly, investigating officer, Mr Edwin Bailey, resigned his position at the end of January 2024 to pursue further studies and business interests. His position remains vacant.

The contracts of the two (2) interns appointed at the WCPO ended on 31st March 2024.

I place on record my sincere thanks and gratitude to all of these personnel who served at the WCPO with diligence and pride for several years. Their contribution to the entrenchment and advancement of the office for the benefit of the people of the Western Cape is highly appreciated.

Furthermore, collaborative investigations occurred between the WCPO and the Public Protector SA-WC office and, also between the WCPO and IPID WC office.

The WCPO does not have directive powers relating to its investigations; it also does not have post-monitoring powers relating to the implementation of its substantiated recommendations and it further does not have own-initiative investigation powers. Inputs

have been submitted for amendments to the Western Cape Community Safety Act, 2013.

As an oversight establishment, my office is guided by the standards and principles of the International Ombudsman Institute (IOI) as well as the African Ombudsman and Mediators Association (AOMA). The WCPO is a registered member, and, in good standing, of both these prestigious institutions. To this end, my office has been afforded opportunities to attend online webinars/seminars and international meetings all with the view of enhancing the WCPO service delivery standards. I also had the opportunity to showcase our mandate at an IOI Conference in Rome and an AOMA Conference in Kigali during the period under review.

I wish to thank the IOI, AOMA, the ISS, in addition to the South African Police Service, the Cape Town Metropolitan Police Department and our many stakeholders for their continuous cooperation with our office. I would like to acknowledge all the loyal and hardworking officers and members of these agencies.

Lastly, I also wish to thank every employee of the WCPO for their contribution, loyalty and hard work in ensuring an improvement in the overall performance of our office, despite the resource constraints. The statistics in the latter part of this report bears testimony to the hard work and commitment displayed by the WCPO staff members.

Best wishes,

A handwritten signature in black ink, appearing to read 'Oswald D Reddy', with a stylized flourish extending to the right.

Oswald D Reddy Major General (Retired)

Western Cape Police Ombudsman

Date: 28 June 2024

PART A: GENERAL

1. Our Vision



A society where there is trust and mutual respect between the people and the police.

2. Our Mission



We seek to enhance the efficiency of police services and improve relations between the communities and the police (SAPS/CTMPD) by:

- a. conducting impartial and independent investigations of complaints in relation to police inefficiency, and/or
- b. a breakdown of relations between the police and the communities, thus enhancing trust and public confidence in policing.

3. Our Values

- Integrity
- Trust
- Accountability
- Fairness
- Quality
- Dedication
- Respect
- Partnerships
- Empathy

4. Legislative and other mandates

4.1 Constitutional mandates

Section 206, Constitution of South Africa Act 108, of 1996

Subsection (1) states: "A member of the Cabinet must be responsible for policing and must determine national policy after consulting the provincial governments and taking into account the policing needs and priorities of the provinces as determined by the provincial executives".

Subsection (3) provides that:

“Each province is entitled:

- a) to monitor police conduct.
- b) to oversee the effectiveness and efficiency of the police service, including receiving reports on police.
- c) to promote good relations between the police and the community.
- d) to assess the effectiveness of visible policing; and
- e) to liaise with the Cabinet member responsible for policing with respect to crime and policing in the province.

Subsection (5): “In order to perform the functions set out in subsection (3) a province:

- a) may investigate, or appoint a commission of inquiry into, any complaints of police inefficiency or breakdown in relations between the police and any community; and
- b) must make recommendations to the Cabinet member responsible for policing.

4.2 Constitution of the Western Cape Act 1 of 1998, Section 66 Policing functions of the Western Cape Government (WCG)

66. (1) The WCG is entitled to —

- Monitor police conduct.
- Assess the effectiveness of visible policing.
- Oversee the effectiveness and efficiency of the police service, including receiving reports on the police service.
- Promote good relations between the police and the community; and
- Liaise with the national Cabinet member responsible for policing with respect to crime and policing in the Western Cape.

4.3 Western Cape Community Safety Act, 3 of 2013

The Premier of the Province of the Western Cape, on 5 April 2013, assented to the Community Safety Act which was published in the Provincial Gazette no. 7116 dated 5 April 2013 (hereafter referred to as “the Act

The Act provides for the carrying out and the regulation of the functions of the Province and the Department of Community Safety under Chapter 11 of the Constitution of the Republic of South Africa, 1996 and Chapter 8 of the

Constitution of the Western Cape, 1997, to provide for the support of and cooperation with the Civilian Secretariat and the Provincial Secretariat establishment in terms of the Police Act.

The WCPO has the authority to investigate complaints relating to allegations of service delivery inefficiencies of police members in the South African Police Service and the Cape Town Metro Police Department.

The WCPO categorizes the concept of *service delivery* complaints as follows:

- Lack of communication
- Poor communication
- Poor investigation
- Poor response
- Poor administration
- Unacceptable behaviour
- Breakdown in relations between police and any community
- General

The Act has conferred the following powers to the WCPO:

General:

- The WCPO may institute an investigation into alleged police inefficiency and/or a breakdown in relations between the police and any community, if the complaint is not manifestly frivolous² or vexatious;³
- The WCPO must conduct an investigation relating to a complaint lodged by a member of the Provincial Parliament into alleged police inefficiency and/or a breakdown in relations between the police and any community, which is not manifestly frivolous or vexatious.
- The WCPO may request written representations from any person regarding investigations being conducted via a Notice in the Provincial Gazette.

² The Cambridge dictionary describes frivolous as not having any serious purpose or value, as well as being silly or light-hearted rather than having any serious value.

³ The Cambridge dictionary describes the word vexatious as difficult to deal with and causing annoyance, frustration or worry.

- Refer a complaint to another competent authority if the complaint can be more appropriately dealt with by that authority.
- If the WCPO is of the opinion that a complaint is of a serious nature or that it may more appropriately be dealt with by a Commission of Inquiry, the Ombudsman may recommend to the Premier that a Commission of Inquiry to be held into the complaint.

Investigative powers of the Ombudsman and the designated Investigating Officers are as follows:

- Gain reasonable access to any building, premises, vehicle, property, information, or document under the control of the Organ of State concerned.
- Direct any person to submit an affidavit, or affirmed declaration or to appear before him, or to give evidence, or to produce any documentation that is in a person's possession or under his control and may question that person.
- Request an explanation from any person whom he or she reasonably suspects of having information which has a bearing on the matter being investigated or to be investigated.

Section 30 of the Act states that it is an offence for any person who —

- (a) without just cause, refuses, or fails to comply with a direction or request by the Ombudsman, or refuses to answer any question put to him or her, or gives to such question an answer which to his or her knowledge is false; or
- (b) hinders or obstructs the Ombudsman or an investigating officer in the exercise or performance of his or her powers or functions in terms of the Act

Such person is guilty of an offence in terms of the Act and liable on conviction to a fine or imprisonment not exceeding three years or both.

A complaint is concluded by the Ombudsman under the following circumstances:

- Before or after conclusion of an investigation where the complaint is rejected because it does not fall within the ambit of the Act or if it is frivolous or vexatious.
- If the complaint is resolved by means of agreement, negotiation, or conciliation.
- After conclusion of an investigation where it is found that:
 - there is police inefficiency or a breakdown in relations, but it could not be resolved the Ombudsman must submit a recommendation on the investigation and his or her findings to the Provincial Minister and inform the complainant that he or she has done so.
 - there was police inefficiency or a breakdown in relations and if the said police inefficiency or a breakdown in relations is remedied; or
 - there was police inefficiency or a breakdown in relations and the said police inefficiency or breakdown in relations has been reported to the Provincial

Commissioner of SAPS or the Executive Head of the Municipal Police Service concerned to deal with the matter further.

- If a complaint is withdrawn by the complainant and the Ombudsman is satisfied that there are no compelling reasons to proceed with the investigation; or
- If a complainant despite request does not provide further information that is within his or her knowledge and which is required to finalise the investigation of the complaint.

Citizens are encouraged to lodge complaints with the office, by fax, email, telephone, and in person at our offices. Citizens are also able to access the complaint form on the WCPO website to lodge a complaint online.

If the Ombudsman decides not to initiate an investigation, the Ombudsman must inform the complainant of his or her decision and the reasons thereof.

Furthermore, upon completion of an investigation and if the matter could not be resolved, the Ombudsman must submit a recommendation on the investigation and his or her findings to the Provincial Minister for Police Oversight and Community Safety and inform the complainant that he or she has done so.

Thereafter, the Provincial Minister must make a recommendation to the Minister of SAPS on the investigated complaint that could not be resolved by the Ombudsman and must inform the complainant of his or her recommendation made to SAPS.

In order to avoid unnecessary duplication, the Ombudsman must coordinate his or her functions and activities with other authorities that have jurisdiction in respect of the investigation of complaints against the police. Hence, continued stakeholder interaction is imperative.

In terms of the Act:

1. The WCPO must report annually, in writing within 90 days of the end of each financial year, to the Provincial Minister of Police Oversight and Community Safety on the activities of the Ombudsman during the previous financial year including—

(a) the number of complaints investigated.

(b) the number of complaints determined to be manifestly frivolous or vexatious under Section 17(1).

(c) the outcome of investigations into the complaints; and

(d) the recommendations regarding the investigated complaints.

2. The Ombudsman must report to the Provincial Minister on his or her activities in terms of this Act as and when requested to do so by the Provincial Minister.

3. The Provincial Minister must table the report to the Provincial Parliament within 30 days of receiving the report.

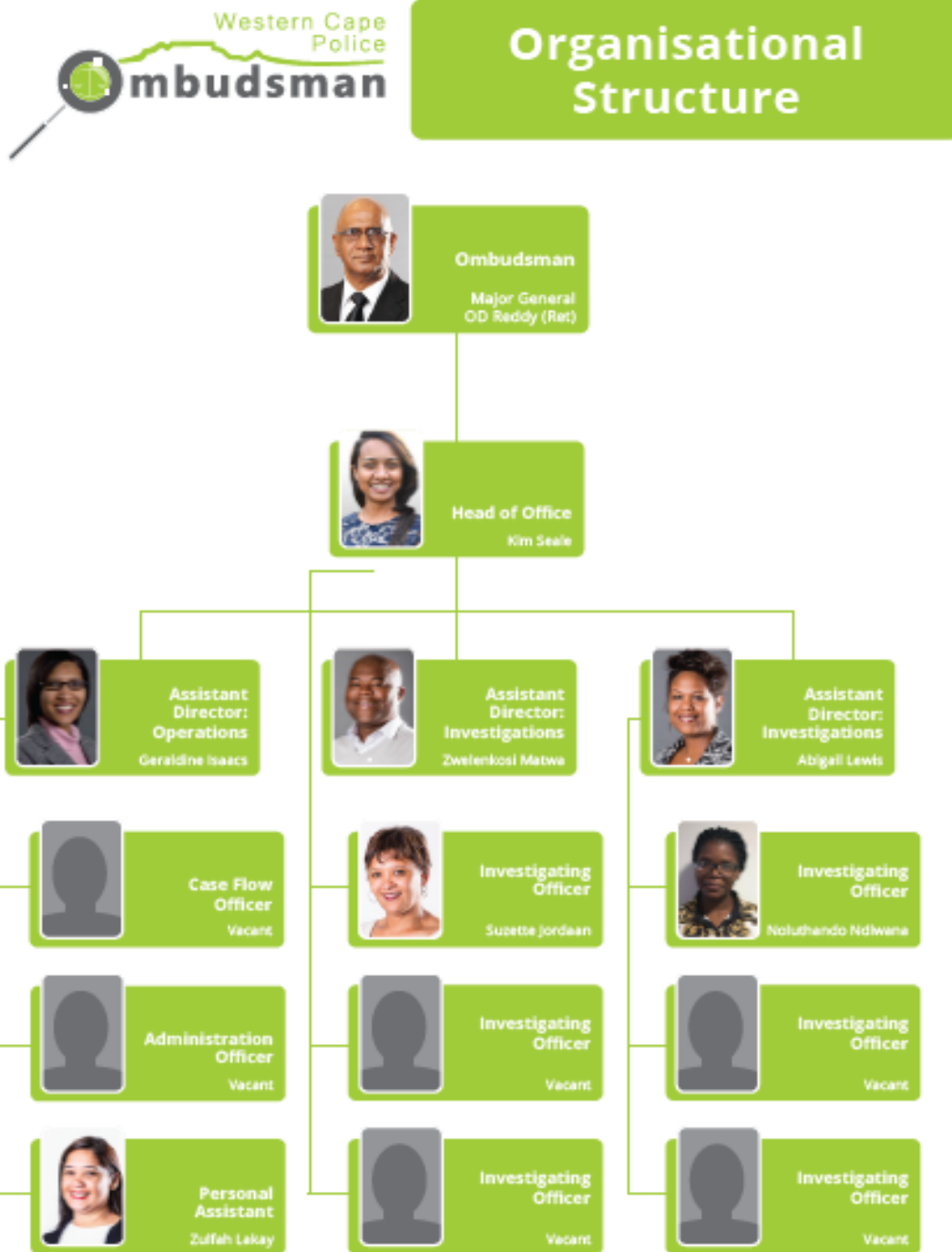
The financial year covers the period of 1 April until 31 March the following year.

4.4 Additional Legislation

NATIONAL LEGISLATION	ACT
Basic Conditions of Employment Act, 1997	Act 75 of 1997
Broad-Based Black Economic Empowerment Act, 2003	Act 53 of 2003
Constitution of the Republic of South Africa, 1996	Act 108 of 1996
Civilian Secretariat for Police Service Act, 2011	Act 2 of 2011
Control of Access to Public Premises and Vehicle Act, 1985	Act 53 of 1985
Domestic Violence Act, 1998	Act 116 of 1998
Employment Equity Act, 1998	Act 55 of 1998
Labour Relations Act, 1995	Act 66 of 1995
Independent Police Investigative Directorate, 2011	Act 1 of 1998
Local Government: Municipal Systems Act, 2000	Act 32 of 2000
National Archives of South Africa Act, 1996	Act 43 of 1996
Occupational Health and Safety Act, 1993	Act 85 of 1993
Preferential Procurement Policy Framework Act, 2000	Act 5 of 2000
Private Security Industry Regulations Act, 2001	Act 56 of 2001
Promotion of Access to Information Act, 2000	Act 2 of 2000
Promotion of Administrative Justice Act, 2000	Act 3 of 2000
Protected Disclosures Act, 2000	Act 26 of 2000
Protection of Information Act, 1982	Act 84 of 1982
Protection of Personal Information Act, 2013	Act 4 of 2013
Public Finance Management Act, 1999	Act 1 of 1999
Public Administration Management Act, 2014	Act 11 of 2014
Public Service Act, 1994	Act 103 of 1994
South African Police Service Act, 1995	Act 68 of 1995

Provincial Legislation	Act
Constitution of the Western Cape, 1998	Act 1 of 1998
Provincial Archives Records Service of the Western Cape Act, 2005	Act 3 of 2005
Western Cape Community Safety Act, 2013	Act 3 of 2013
Western Cape Liquor Act, 2008	Act 4 of 2008
Western Cape Liquor Amendment Act, 2010	Act 10 of 2010
Western Cape Liquor Amendment Act, 2015	Act 3 of 2015

5. Organizational Structure ⁴



⁴ As at 31 March 2024

PART B: PERFORMANCE GOVERNANCE

6. Annual Performance Plan Indicators

The Western Cape Police Ombudsman (WCPO) seeks to contribute towards a society where there is mutual respect and trust between the people and the police. The WCPO's mission is to independently investigate and resolve complaints against poor police service delivery and/or a breakdown in relations between the police and any community, including the CTMPD. The WCPO considers the facts of a complaint and investigates the allegations. The WCPO strives to work with all role players to find possible solutions to the complaint. Where possible, mediation is conducted before investigations. The WCPO utilises a Complaints Management System which enhances record-keeping, age analysis and tracking of the status of registered complaints.

Sub-programme 3.2: Western Cape Police Ombudsman (WCPO)

Purpose: to independently investigate and seek to resolve complaints by community members against poor police service delivery in an impartial manner.

Sub-programme 3.2: Western Cape Police Ombudsman

Outcomes, Outputs, Output Indicators and Targets

Outcome	Outputs	No	Output Indicators	Annual Targets						
				Audited /Actual Performance			Estimated Performance	MTEF Period		
				2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27
Contribute to the reduction of crime in areas where law enforcement officers deployed	Investigate police service delivery complaints	3.2.1	Number of reports on SAPS service delivery complaints received and the status thereof	4	4	4	4	4	4	4
	Compliance to WCCSA (sections 13 to 18)	3.2.2	Number of Annual Performance Reports on the Western Cape Police Ombudsman	1	1	1	1	1	1	1

Output Indicators: Annual and Quarterly Targets

No	Output Indicators	Annual Target	Q1	Q2	Q3	Q4
3.2.1	Number of reports on SAPS service delivery complaints received and the status thereof	4	1	1	1	1
3.2.2	Number of Annual Performance Reports on the Western Cape Police Ombudsman	1	1			

7. Technical Description Indicators (TDIs)

Sub-programme 3.2: Western Cape Police Ombudsman

Indicator number	3.2.1
Indicator title	Number of reports on SAPS service delivery complaints received and the status thereof
Short definition	The Western Cape Police Ombudsman (WCPO) is required to receive and may investigate service delivery complaints relating to alleged police inefficiency and / or breakdown in relations between the police and any community and report on the status thereof. (Includes Metro Police).
Purpose	As per the Section 15 of the WCCSA (2013), the WCPO must report on the complaints received and to track progress in line with the WCPO mandate.
Key beneficiaries	Citizens of the Western Cape
Source of data	Source of data: Complaints Management System that is updated daily Actual data table used (if system/excel): None
Data limitations	None
Assumptions	Complaints submitted that fall within the mandate of the Ombudsman will be recorded and investigated.
Means of verification	Completed complaint form and quarterly complaints database
Method of calculation	Simple Count
Calculation type	Cumulative <input checked="" type="checkbox"/> Year-end <input type="checkbox"/> Year-to-date <input type="checkbox"/> Non-cumulative
Reporting cycle	<input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually
Desired performance	<input type="checkbox"/> Higher than target <input checked="" type="checkbox"/> On target <input type="checkbox"/> Lower (less is more) than target
Type of indicator	Is this a Service Delivery Indicator? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If yes , confirm the priority area(s) that the deliverable(s) measured through this indicator will improve (multiple selections can also be made): <input type="checkbox"/> Access <input type="checkbox"/> Reliability <input type="checkbox"/> Responsiveness <input type="checkbox"/> Integrity Is this a Demand Driven Indicator? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Is this a Standardised Indicator? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Spatial location of indicator	Number of locations: <input type="checkbox"/> Single Location <input checked="" type="checkbox"/> Multiple Locations Extent: <input checked="" type="checkbox"/> Provincial <input type="checkbox"/> District <input type="checkbox"/> Local Municipality <input type="checkbox"/> Ward <input type="checkbox"/> Address Detail / Address / Coordinates: N/A For multiple delivery locations , will this be shared in the Annual Operational Plan (AOP) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Indicator responsibility	Sub-Programme Manager: Office of the Ombudsman
Spatial transformation	Spatial transformation priorities: N/A Description of spatial impact: N/A
Disaggregation of beneficiaries – Human Rights Groups	Target for women: Target for youth: Target for people with disabilities: Target for older persons: <input checked="" type="checkbox"/> "None of the above"
Provincial Strategic Implementation Plan (PSIP)	<input type="checkbox"/> G4J <input type="checkbox"/> Safety <input type="checkbox"/> Wellbeing <input type="checkbox"/> Innovation, Culture and Governance <input checked="" type="checkbox"/> "None of the above"
Implementation data (Key deliverables measured)	Refer to AOP.

Indicator number	3.2.2
Indicator title	Number of Annual Performance Reports on the Western Cape Police Ombudsman
Short definition	The Western Cape Police Ombudsman (WCPO) is required to compile an Annual Performance Report (APR) in terms of Section 13(1) of the WCCSA (2013).
Purpose	The purpose of the report is to provide the following information: - statistics of complaints received, and the status thereof. - any other information, such as highlights and challenges
Key beneficiaries	The Department and the WCG
Source of data	Source of data: Quarterly Complaints database and Outreach reports Actual data table used (if system/excel): None
Data limitations	None
Assumptions	A report on the Ombudsman's activities will be drafted annually.
Means of verification	Annual Report
Method of calculation	Simple Count
Calculation type	Cumulative <input type="checkbox"/> Year-end <input type="checkbox"/> Year-to-date <input checked="" type="checkbox"/> Non-cumulative
Reporting cycle	<input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually
Desired performance	<input type="checkbox"/> Higher than target <input checked="" type="checkbox"/> On target <input type="checkbox"/> Lower (less is more) than target
Type of indicator	Is this a Service Delivery Indicator? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If yes , confirm the priority area(s) that the deliverable(s) measured through this indicator will improve (multiple selections can also be made): <input type="checkbox"/> Access <input type="checkbox"/> Reliability <input type="checkbox"/> Responsiveness <input type="checkbox"/> Integrity Is this a Demand Driven Indicator? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Is this a Standardised Indicator? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Spatial location of indicator	Number of locations: <input type="checkbox"/> Single Location <input checked="" type="checkbox"/> Multiple Locations Extent: <input checked="" type="checkbox"/> Provincial <input type="checkbox"/> District <input type="checkbox"/> Local Municipality <input type="checkbox"/> Ward <input type="checkbox"/> Address Detail / Address / Coordinates: N/A For multiple delivery locations , will this be shared in the Annual Operational Plan (AOP) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Indicator responsibility	Sub-Programme Manager: Office of the Ombudsman
Spatial transformation	Spatial transformation priorities: N/A Description of spatial impact: N/A
Disaggregation of beneficiaries – Human Rights Groups	Target for women: Target for youth: Target for people with disabilities: Target for older persons: <input checked="" type="checkbox"/> "None of the above"
Provincial Strategic Implementation Plan (PSIP)	<input type="checkbox"/> G4J <input type="checkbox"/> Safety <input type="checkbox"/> Wellbeing <input type="checkbox"/> Innovation, Culture and Governance <input checked="" type="checkbox"/> "None of the above"
Implementation data (Key deliverables measured)	Refer to AOP.

8. Complaints Statistics

Complaints received per financial year since the inception of the WCPO and the status thereof on the 31 March 2024

During the period under review, the office received a total of **423** complaints, bringing the total number of complaints received since the inception of the WCPO to **4 756** since the inception of the Office. This is reflected in the table below⁵:

FINANCIAL YEAR	STATUS					TOTAL
	FINALISED	FOLLOW-UP	READY FOR SCREENING	TO BE ALLOCATED	UNDER INVESTIGATION	COMPLAINTS RECEIVED
2014/15	83					83
2015/16	316					316
2016/17	540					540
2017/18	513					513
2018/19	433					433
2019/20	734					734
2020/21	724					724
2021/22	470					470
2022/23	520					520
2023/24	295	1	26	36	65	423
Total	4628	1	26	36	65	4756

⁵ Finalized: When an investigation has been finalized and the finding/outcome is approved.

Under Investigation: Complaints still being investigated by investigation officers (IOs)

Total Complaints Received: Total number of complaints received by the WCPO

Ready for screening: Complaints were registered and must be screened by the Screening Committee

To be allocated: The minutes have been approved and the complaint must be allocated to an investigation officer

FINANCIAL YEAR	FINANCIAL QUARTER	STATUS					TOTAL COMPLAINTS RECEIVED
		FINALISED	FOLLOW-UP	READY FOR SCREENING	TO BE ALLOCATED	UNDER INVESTIGATION	
2023/24	Q1	134					134
	Q2	93					93
	Q3	59				27	86
	Q4	9	1	26	36	38	110
Total		295	1	26	36	65	423

Domestic Violence Act:

No category exists for the DVA complaints, instead DVA complaints would fall within an existing category such as poor communication, or poor investigation. Review of complaints categories and amendments to the Complaints Management System (CMS) will be explored to include the category in future. Thus, for the period under review, no complaints were categorized as DVA.

FRIVOLOUS & VEXATIOUS:

As per the aforementioned definitions, no complaints we categorized a frivolous or vexatious during the reporting period.

The table below illustrates the outcomes of finalized complaints, per category:

Method Finalized	Category of Complaints								Total Complaints Received
	Enquiry	General	Lack of Communication	Poor Communication	Poor Investigation	Poor Response	Unacceptable Behaviour	Poor Administration	
Duplicate	7				1	2			10
Lack of communication	1								1
Lack of information	3								3
Not within our mandate	35								35
Substantiated		6	1	42	38	21	11	2	121
Unsubstantiated		1	2	21	43	16	20		103
Withdrawn	5		1	5	6	2	3		22
Total	51	7	4	68	88	41	34	2	295

As can be seen above, 121 out of the 295 (41% of finalized complaints; 29% of total complaints) were found to be **substantiated**. Furthermore, 103 of 295 complaints finalized by 31 March 2024 were found to be **unsubstantiated** (35% of finalized complaints; 24% of total complaints).

The table below shows the number of complaints received per SAPS District/Unit:

Police District/Unit	Number of Complaints
City of Cape Town	296
West Coast	23
Garden Route	25
Central Karoo	3
Overberg	12
Cape Winelands	34
Provincial Head Office	28
National Head Office	1
Gauteng (enquiry)	1
Total	423

The City of Cape Town received a total of 296 (70%) complaints, Cape Winelands received 34 (8%), Provincial Head Office received 28 (6.6%), Garden Route 25 (5.9%), West Coast 23 (5.4%), Overberg 12 (2.8%), Central Karoo 3 (0.7%), National Head Office 1 (0.2%) and we received 1 (0.2%) enquiry relating to Gauteng SAPS.

The Top 8 Police Stations are shown below:

Police Station	Category of Complaints								Total Complaints Received
	Enquiry	General	Lack of Communication	Poor Communication	Poor Investigation	Poor Response	Unacceptable Behaviour	Ready for screening	
Athlone	1			3	2	2	2	1	11
Bishop Lavis			1	4	2	1	2	1	11
Cape Town Central	1	1	1	3	2	1	1	1	11
Kleinvlei	1	2		3	5	3	2	3	19
Mitchells Plain	3			3	6	1	2	1	16
Parow	2			3	3	2	2		12
Philippi				1	4	3	2	2	12
Prov. Head Office	1	2		4	1	1	2		11
Total	9	5	2	24	25	14	15	9	103

The table below gives a breakdown of the complaints received per **LEAP** station as well as the nature of the complaint:

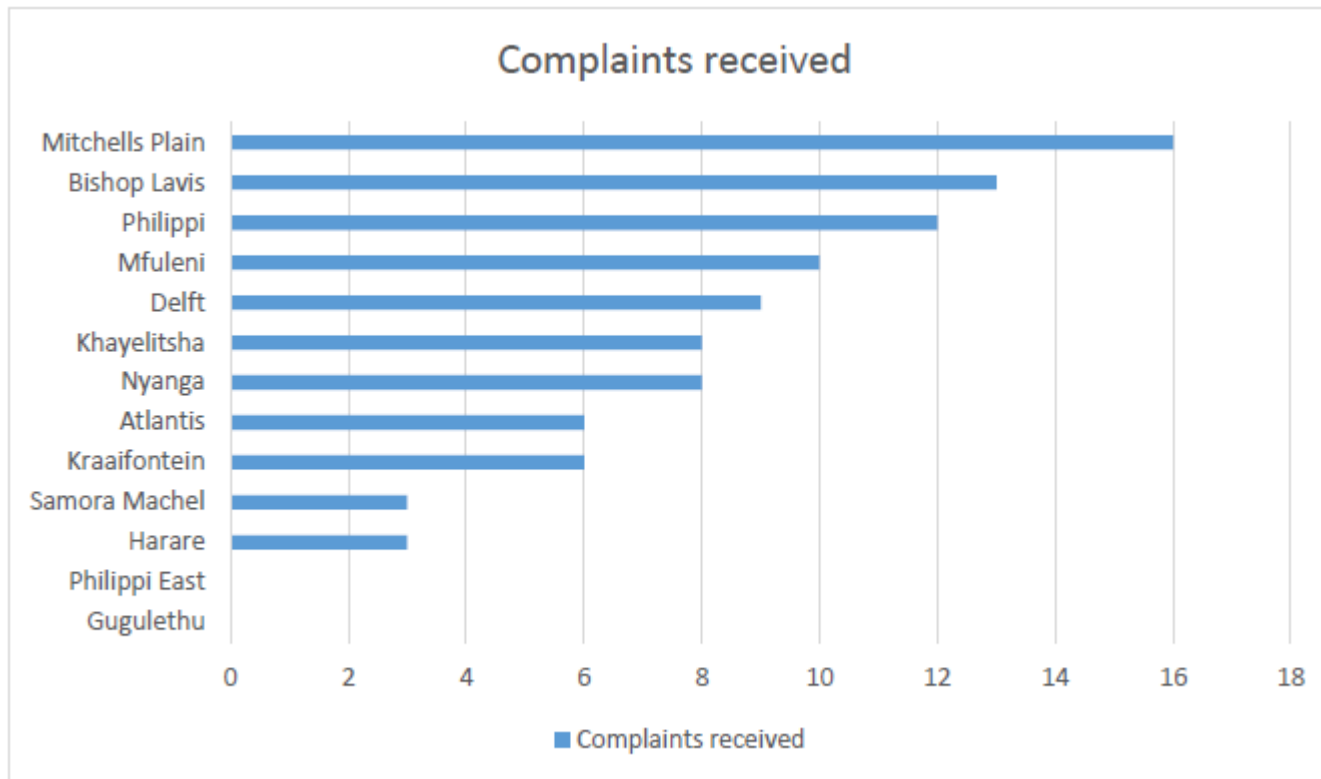
Count	Nature of Complaints							Administration - In process	Grand Total
	Police Station	Enquiry	General	Lack of Communication	Poor Communication	Poor Investigation	Poor Response		
Atlantis	1	0	0	2	1	1	1	0	6
Bishop Lavis	0	0	1	5	3	1	2	1	13
Delft	0	0	0	2	3	3	1	0	9
Gugulethu	0	0	0	0	0	0	0	0	0
Harare	0	0	0	2	1	0	0	0	3
Khayelitsha	1	0	0	4	2	0	1	0	8
Kraaifontein	0	1	0	3	1	0	0	1	6
Mfuleni	3	0	0	3	4	0	0	0	10
Mitchells Plain	3	0	0	3	6	1	2	1	16
Nyanga	0	0	1	2	3	2	0	0	8
Philippi	0	0	0	1	4	3	2	2	12
Philippi East	0	0	0	0	0	0	0	0	0
Samora Machel	1	0	0	0	1	0	0	1	3
Grand Total	9	1	2	27	29	11	9	6	94

The WCPO received a total of 423 complaints during the 2023/2024 financial year. 94 of the 423 complaints (22.2%) originated from LEAP stations.

Of the 94 complaints received from LEAP stations, 29 (30.8%) were categorized as *Poor Investigation*, 27 (28.7%) as *Poor Communication*, 11 (11.7%) as *Poor Response*, 9 (9.6%) as *Unacceptable Behaviour*, 2 (2.1%) as *Lack of Communication*, 1 (1%) as *General* and 9 (9.6%) complaints were categorized as *Enquiry*.

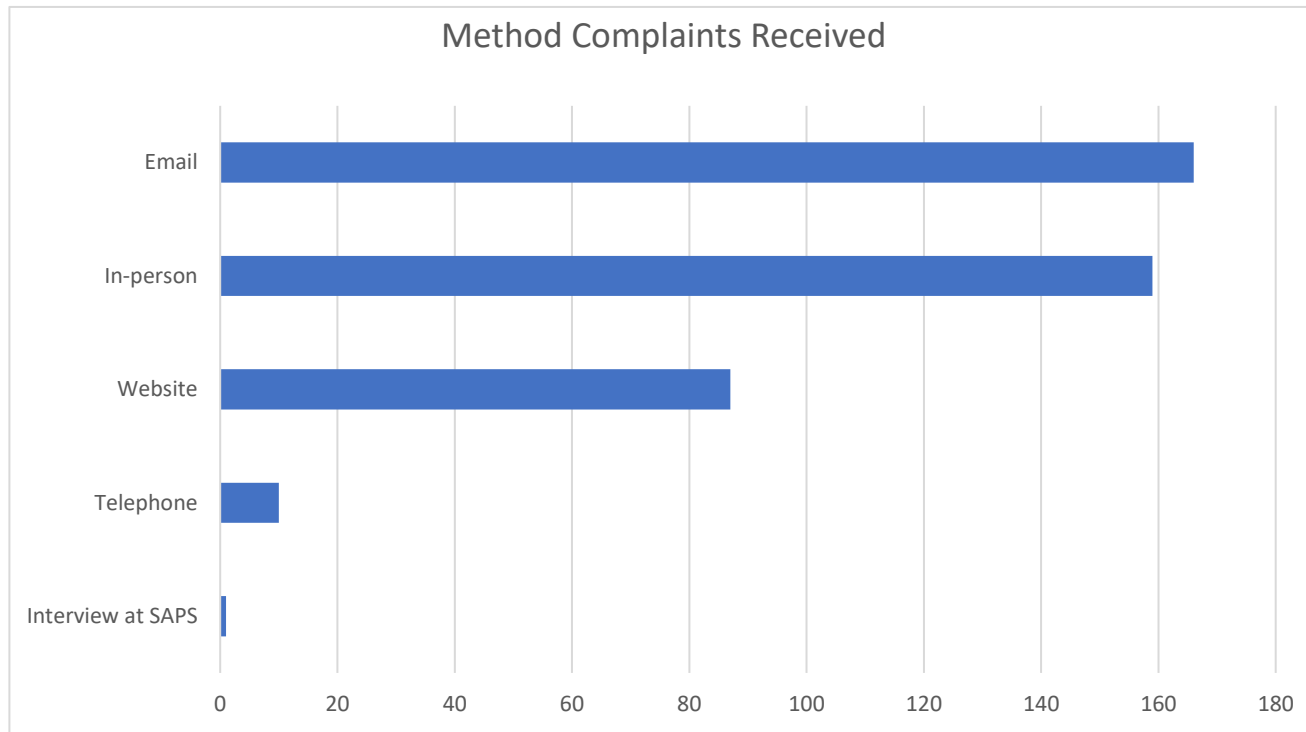
Furthermore, 7 (7.4%) complaints were still being processed administratively by 31 March 2024.

The table below shows the number of complaints received per LEAP station:



Of the 94 complaints received, 16 (17%) originated from Mitchells Plain, 13 (13.8%) from Bishop Lavis, 12 (12.8%) from Philippi, 10 (10.6%) from Mfuleni, 9 (9.6%) from Delft, 8 (8.5%) from Khayelitsha and Nyanga respectively, 6 (6.4%) from Atlantis and Kraaifontein respectively, 3 (3.2%) from Harare and Samora Machel respectively and Gugulethu and Philippi East received no complaints during the period under review.

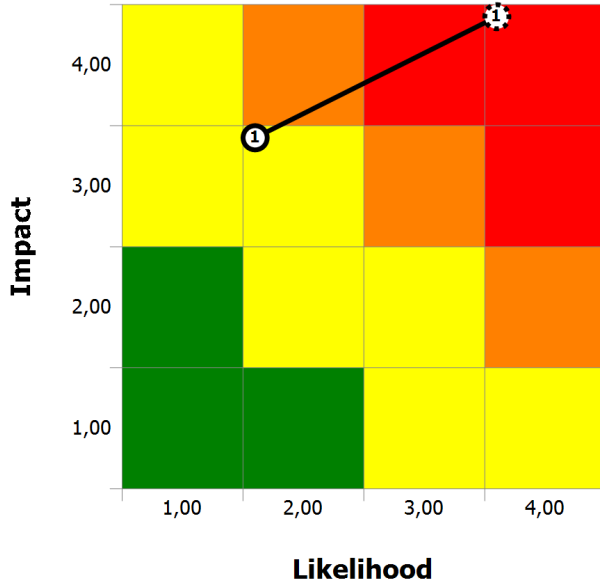
The table below indicates the various methods in which complaints were received:



We received 166 complaints via email, 159 in-person, 87 complaints via the website, 10 were taken via a telephone consultation and 1 complaint was received by means of an in-person interview at a SAPS station.

9. Risk Information

First Bi-Annual Risk Profile 2023 – 2024



Number	Title	IR	RR
1	The Western Cape Police Ombudsman may not have the required resources and powers to provide an effective and efficient service to the citizens	16,00	6,00

Comments for 1st bi-annual review 2023 – 2024

The residual risk rating was reviewed but remained at 6 – moderate.

The following contributing factor was identified for the risk:

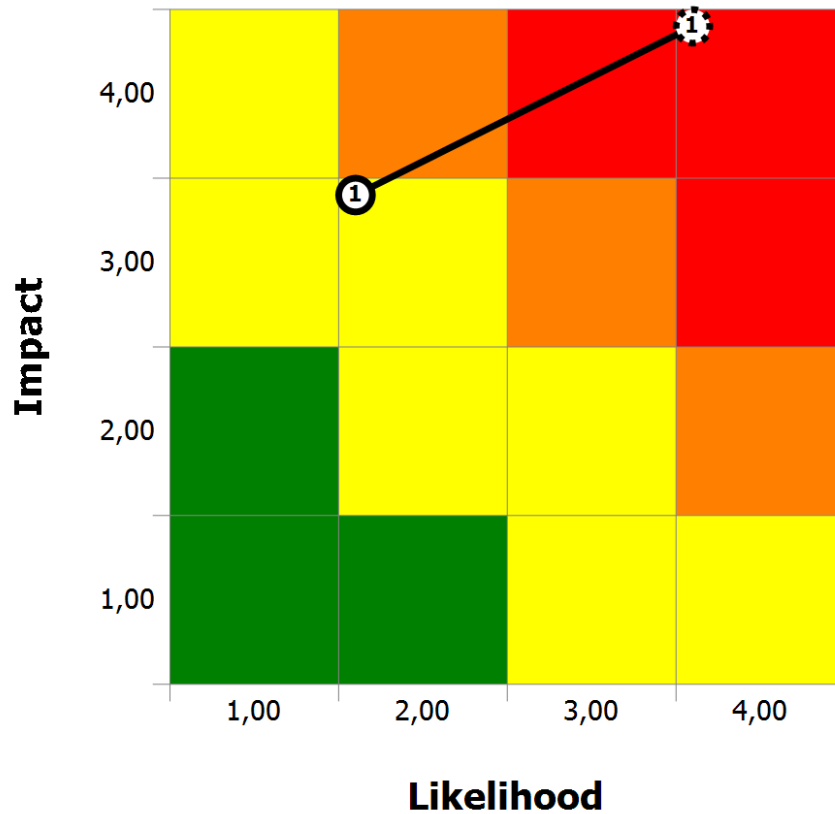
- Any disruptions to service delivery, e.g. Health pandemics, loadshedding, protest action, water crisis, etc

The following impact was identified for the risk:

- Delay in service delivery by the Office of the WCPO due to unforeseen disruptions.

Control mitigations were identified to treat both the new contributing factor and impact identified in the risk register.

Second Bi-Annual Risk Profile 2023 - 2024



Number	Title	IR	RR
1	The Western Cape Police Ombudsman may not have the required resources and powers to provide an effective and efficient service to the citizens	16.00	6.00

Comments for 2nd bi-annual review 2023 - 2024

An Internal Audit was done in this area and the report findings were considered during the 2nd bi-annual risk review. Most key controls were found to work as intended and yielding results. All Internal Audit recommendations were taken up in the risk register. The residual risk rating was reviewed after considering the outcome of the Internal Audit report but remained at 6 – moderate.

10. Expenditure 2023 – 2024

The WCPO was allocated a budget of R11.024 million for the financial year ending March 2024. The table below expresses the annual budget and expenditure for the office for the 2023 – 2024 financial year.

Description	Original budget 2023/24 “000	Adjustments “000	Budget After the Adjustment “000	Total Expenditure as 31 March 2024	Overspend /Underspend	% Budget Spent	Reasons for the over/under spending
COMPENSATION OF EMPLOYEES	8,340	(1,509)	6,831	6,710	121	98.2%	Underspending due to staff attrition and mortarium placed on filling of posts
GOODS AND SERVICES	2,332	(652)	1,680	1,546	134	92.0%	Underspending due to less funds required for promotional items and advertising costs.
HOUSEHOLDS/ TRANSFERS	50	12	62	133	(71)	214.5%	Additional funds required for leave payouts, which cannot be predicted.
MACHINERY AND EQUIPMENT	320	62	382	402	(20)	105.2%	Additional funds required for GMT daily tariffs.
GRAND TOTAL	11,042	(2,087)	8,955	8,791	164	98.2%	

PART C: HIGHLIGHTS

11. Case Studies

11.1 Investigating Officer: Ms. Suzette Jordaan

11.1.1 COM04092023_3

Background

The complainant alleges that her 15-year-old daughter was raped by her father, the complainant's ex-husband. A criminal case was opened, and the medical examination was done. Attempts were made to trace the alleged suspect at his work and home without success. The SAPS Investigating Officer (IO) allegedly called the suspect and the suspect promised to go to the police station after work, but he never went.

On a specific day, the IO called the complainant to establish her whereabouts, and the complainant explained that she was at work. It is alleged that the IO collected the victim without the complainant being present. It is further alleged that the IO collected the suspect and took them both to the police station in the same vehicle. Allegedly on their way to the police station, the suspect intimidated the victim and told her to deny/contradict her initial statement.

Upon their arrival at the police station, the victim informed the IO that nothing happened, and the case was closed. The complainant received an SMS stating that the case was closed without any explanation being provided to her about the reasons for the closure.

The complainant could not understand why the IO allowed the suspect to be in the same vehicle and space as the victim, and why did he not wait for her as the mother of the victim to be present with the victim who is 15 years old and considered a minor.

Findings

The investigating officer confirmed the allegations of the complainant that the victim and the suspect were conveyed in the same vehicle to the police station. The investigating officer stated that the victim sat in the front seat while the suspect together with two other relatives sat in the back seat. The passengers in the back were chatting in English but the victim did not speak to anyone in the car. Upon arrival at the police station, he took the victim to the crime office alone to make a pointing-out statement. The victim allegedly started crying and he told her to tell him what was bothering her.

The victim allegedly told him that her father did not rape her. He asked her why she said he did, and she gave her reasons which he wrote down in her statement.

He obtained a warning statement from the father and gave the docket to his Commander for further decision.

He explained to the mother and the victim that the court will make a decision and he will give them feedback on the docket when it is back from the court. The docket had not come back to the IO at the time of the finalization of the WCPO investigation.

The SAPS National Instruction 3 of 2008 reveals that the member should keep the suspect away from the victim on a scene to prevent allegations of contamination of evidence or intimidation of the victim or other witnesses.

Based on the evidence provided to this office, the IO failed to keep the suspect away from the victim by transporting them both in the same vehicle and thereby failed to comply with Section 8 of SAPS National Instruction 3 of 2008 relating to transporting the victim and the suspect in the same vehicle. Further, the IO should have arranged for the complainant (victim's mother) to be present when he dealt with the minor victim.

Recommendations

The complaint of poor investigation was found to be substantiated. It was recommended that the SAPS take appropriate steps to address the inefficiency.

11.1.2. COM02112023_2

Background

The complainant alleges that her son was murdered, and she was present when the IO arrived at the crime scene. The IO allegedly never got out of the vehicle but asked for the family of the deceased and requested the ID of the deceased from the complainant.

The complainant informed the IO that the suspect had been arrested and requested that he speak to the eyewitnesses present at the scene. The IO allegedly refused and said he was going to the other victims at the hospital.

The following day, she went to the IO to find out why the suspect was released as there were eyewitnesses that he did not interview. The IO allegedly advised her that the suspect denied shooting the deceased and he therefore released him.

The complainant further alleges that the SAPS uniform members that were on the scene took statements from some witnesses, but the IO claimed that he never received any of these statements.

The complainant then spoke to the Commander of the IO about her dissatisfaction and he instructed the IO to obtain the witness statements. The witnesses went to the station to give their statements and the complainant accompanied them to the station. When the complainant followed up a week later, the IO allegedly indicated there were no witness statements in the docket.

The complainant returned to the Commander, who gave her a point-out note to call the police when she saw the suspects. She got a tip-off regarding the suspect's whereabouts, informed the SAPS, and was advised that the case had been reassigned to a different IO. The complainant spoke to the new IO and the suspects were arrested.

Findings

The SAPS confirmed that the complainant was interviewed, and it was found that the initial investigating officer failed to do a proper investigation and failed to obtain witness statements.

It was found that there was substance to the complaint and a disciplinary file was opened against the investigating officer.

The case was reallocated to a different investigating officer, and he obtained statements to have a prima facie case against the accused.

The case was on the court roll but has been removed due to the post-mortem report and crime scene photos that are outstanding.

Recommendations

The complaint of poor investigation is found to be substantiated but resolved by the SAPS.

11.2 Investigating Officer: Ms Noluthando Ndlwana

11.2.1 COM09012024_2

Background

The complainant alleges that a police officer abused his authority, acted out of jurisdiction and acted biased towards a domestic dispute resolution. At approximately 13h15 on 23 December 2023, Athlone SAPS members were at her house to assist with a dispute. Another officer arrived on the scene alone, in uniform, in a police vehicle, and intervened. He allegedly convinced our complainant that she succumbs to the demands of the SAPS complainant. This led to a three-day battle to ensure the safety of her 3-year-old granddaughter.

The complainant further alleges that she only discovered the day after the incident that the officer was not an Athlone SAPS official. It was explained to her that the officer was a City of Cape Town Metro Police officer whose services was not solicited by the attending SAPS members. There was a clear prior relationship between the SAPS complainant and the Metro officer as they addressed each other on a first name basis when he arrived on the scene.

The complainant also alleges that the Metro Police officer coerced her into believing that the SAPS complainant's request to take his 3-year-old daughter to Johannesburg, despite the protest of the biological mother, should be adhered to. The Metro Police officer's actions and bias led to a 3-day pursuit to secure the safety of the 3-year-old female toddler as can be testified to by Cape Town International Airport SAPS members. The Metro Police officer's actions reflect bias, lack of integrity and lack of ability to ensure the safety of those he is mandated to serve.

The complainant approached our office and sought our intervention.

Findings

In their response, the Cape Town Metropolitan Police Department (CTMPD) indicated that the officer in question was on duty on 23 December 2024 from 08h00 until 20h00, in full uniform, travelling in a marked Metro Police vehicle. The officer confirmed that he visited the address of our complainant to meet his friend who was at the time, the complainant that contacted SAPS Athlone for assistance. His visit was not for official Metro Police business, therefore there were no records to show that CTMPD received any complaint through official channels for the member to be at the aforementioned address.

The CTMPD provided our office with a statement from the member indicating that he went to the address of our complainant to fetch his earphones from his friend, who at the time was the SAPS complainant. When he got to the address provided to him by his friend, there were SAPS members and his friend informed him that he asked for the SAPS assistance regarding a court order. He further indicated that he informed his friend to calm down and let SAPS handle the matter, and never interfered with the process.

In their statements, the SAPS members that attended to the complaint indicated that they received a complaint from a male who wanted to be assisted with a court order involving his child and the mother of the child. They further indicated that they went with their complainant to an address in Rondebosch East. When they arrived, the mother and the child were not at home, they spoke to the child's grandmother who informed them that the mother and the child were in Stellenbosch. They asked the grandmother to contact the mother and find out when she will be back home, the grandmother did as instructed and advised that the mother and the child were on their way home from Stellenbosch. The members informed the grandmother and their complainant that they would wait in the car until the mother and the child arrive. While the SAPS members were waiting in their vehicle, a Metro Police Official arrived with a marked Metro Police vehicle and in full uniform. The Metro Police officer spoke to their complainant and the grandmother of the child, and then came to them to inform them that their complainant will meet the mother and the child at the airport. They asked the grandmother if that was indeed the case and she confirmed that it is.

The entries in the members' pocketbooks corroborate their statements, they further indicated that the Metro Police officer arrived on the scene and took over from them.

Recommendations

The matter was closed as substantiated. He disputed the allegations that he intervened in the domestic dispute complaint and indicated that he went there for personal reasons. However, there are no records that this complaint was received by the Metro Police Service or he was granted any permission to run his personal errands. Further to this, the statements and the pocketbooks of the SAPS members that attended the complaint corroborate the allegations of the complainant. In their pocketbooks, both members state that the Sergeant arrived and took over from them.

The complainant was satisfied with the outcome of the investigation.

11.2.2 COM28062023_1

Background

The complainant alleges that he was involved in a car accident on 03 March 2023 and his two minor daughters passed away. He alleges that the SAPS took the suspect out of

eyesight at the scene and later released him. He alleges that a member that attended to the accident scene wanted to release the suspect at the crime scene already. The accident occurred on 03 March 2023 between 16h00 - 16h30, he made enquiries at Mitchells Plain SAPS and established that the suspect was only arrested on 11 March 2023. Allegedly, when the matter appeared before court the Magistrate indicated that chain statements, post-mortem report, declaration of death, medical reports and two statements were still outstanding.

Findings

The SAPS provided our office with the statement of the VISPOL member that attended to the accident scene, and he advised that on 03 March 2023 at about 16h30, he attended to an accident scene. On his arrival on the scene, he spoke with a traffic officer who was the first responder on the scene. The traffic officer told the SAPS members that arrived at the scene that the driver of the Opel Corsa and the passengers who are his two children were taken to Mitchells Plain day hospital, and he also pointed out to him the driver of the Toyota Quantum. He removed the driver from the crime scene because the community wanted to assault him. He took the driver to Mitchells Plain SAPS and interviewed him. The driver informed him that the driver of the Corsa is the one who went through the red robots. There were no witnesses on the crime scene who could differ from his version, this is the reason why he did not arrest him. He went to the hospital to obtain the statement of the driver of the Corsa who is the father of the deceased kids, however, the father could not give him the statement because he was shocked and very emotional.

In their response, the SAPS indicated that the matter is still under investigation and the following were still outstanding:

- Medical report of Red Cross Hospital.
- Ambulance driver statement to be obtained.
- Declaration of death to be obtained.
- 2 chain statements still outstanding (1 x police officer and 1 x hospital porter).

They further indicated that the following interventions were done on the outstanding investigation:

- Priority letter was obtained and forwarded to obtain the outstanding declaration of death and chain statement.
- Application submitted for outstanding medical reports of the deceased.
- Reconstruction has been done.
- IO made arrangements again with Ambulance driver to obtain a statement

The copies of the case docket provided to this office corroborated the report and the statement of the member that attended to the scene.

Recommendation

The matter was found to be unsubstantiated because the SAPS could not arrest the other driver before a preliminary investigation was conducted.

11.3 Investigating Officer: Edwin Bailey

11.3.1 COM08082023_2

Background

On 8 August 2023 the complainant alleges that she opened three theft cases at Paarl East SAPS and raised the following concerns:

Paarl East Theft: This docket was opened after the complainant found that withdrawals were made from her Capitec Bank account. The suspect was arrested, and the case was postponed until 16 August 2023.

Paarl East Theft: This docket was registered after she realised that withdrawals were made from her First National Bank account. The complainant suspected the same person as in the above-mentioned case as she (the suspect) had access to her house. The matter has been withdrawn due to insufficient evidence. The complainant feels that the Investigating Officer did not do everything he could.

Paarl East Theft: the complainant found her stolen phone at Cash Crusaders in Paarl and during the investigation, the investigating officer found the stepfather of the suspect had sold the phone at the store. The Investigating officer failed to properly follow up on the information of how he came to be in possession of the phone. This case was also withdrawn, and she never received back her cell phone. The complainant approached our office and sought our intervention.

Findings

The SAPS report indicates that that the investigating officer concluded the investigation and that the case docket was closed without him seizing the complainant's cell phone from Cash Crusaders store in terms of the SAPS prescripts.

It should be noted that only after the complainant lodged a complaint with the WCPO, was her cell phone seized from Cash Crusaders and handed over to her on 29 November 2023 as per the SAPS 136, indemnity form, and proof of this was obtained.

Conclusion

The preliminary investigation was finalized, and the complaint of poor investigation was found to be substantiated but resolved because the SAPS addressed the service delivery inefficiency.

11.3.2 COM05062023_5

Background

The complaint was received on 5 June and registered as poor communication. The complainant alleges that she was involved in a motor vehicle accident after the other driver ran over a red traffic light. The complainant further alleges that she requested that the other driver be tested for driving under the influence however, the members who attend to the accident scene refused to do so. On 1 May 2023 at 02:30 the complainant was discharged from hospital and visited Paarl East SAPS to make enquiries but there were no records to suggest that the suspect was arrested. The complainant further met with a Captain on 10 May 2023 and advised the officer that the members who attend to the accident scene indicated that there were no blood kits available and therefore no drunk driving arrests could be made. On 16 May 2023 her statement was obtained however, no one came back to her thereafter. The complainant approached our office and sought our intervention.

Findings

The SAPS report indicated that the implicated members who attended to the accident scene were identified. Furthermore, the SAPS dealt with the implicated members in terms of the SAPS Disciplinary Regulations. Therefore, the allegation of poor communication was finalized and closed as substantiated but resolved by the SAPS who addressed the inefficiency.

It should further be noted that the unavailability of the Ante-Mortem blood alcohol kits, resulted in the members not being in the position to have the blood of the other driver drawn. This, after the complainant brought it under the attention of the SAPS members that the driver of the other vehicle was allegedly under the influence.

The SAPS records highlighted that the SAPS have a shortage of Ante-Mortem blood alcohol kits.

The complaint against SAPS Management is therefore substantiated due unavailability of the Ante-Mortem blood alcohol kits.

Outcome

The preliminary investigation is finalized and the complaint against the SAPS Management is found to be substantiated.

11.4 Senior Investigating Officer: Abigail Lewis

11.4.1 COM13092023_4 & COM18092023_1

Background

The complainant alleges that she was hijacked on 18 March 2023 and her Ford Ranger bakkie was stolen, along with newly purchased windows, which were on the back of the vehicle. The case was registered at the Nyanga Police Station. Since then, she had two interactions with the detective, and received no feedback on her case.

The complainant would like to receive feedback or progress and to know if the vehicle has been recovered.

The last communication she had with the investigating officer was on 02 May 2023. It was noted that the complainant's passenger was able to identify the suspect from the photo ID parade provided by SAPS. The information was provided to SAPS but there has been no progress.

Findings

The investigation diary does not reflect that a photo ID parade was conducted with the victim. There is no record of the identified suspect.

The docket does not reflect whether the other property and specifically the cellular phones taken, had been circulated.

There are no entries in the investigation diary between 2023/03/28 and 2023/09/05.

The entry dated 2023/09/05 indicates that the docket was ready for closure.

National Instruction 13 of 2017, Paragraph 8 (7) stipulates that, "Should the case have not been finalized within two months, the parties are to be notified that the investigation has not been completed, but the case is still receiving attention". There is no indication that the complainant was contacted between 2023/03/28 and 2023/09/05.

National Instruction 12 of 2017 states in section (2): The mandate of the Detective Service is the effective investigation and detection of all reported crime by gathering and analysing evidence resulting in the identification and successful prosecution of offenders.

National Instruction 13 of 2017 deals with Case Docket Management and states;

Although the member in charge of the case is responsible for the proper investigation thereof, his or her Commander is jointly responsible to ensure that the investigation is efficiently and promptly carried out, that all possible sources of information are exhausted and that the entries in the Investigation Diary make this clear.

Based on the evidence provided to this office, wrongdoing was found on the part of the SAPS. Various members of the SAPS contravened the National Instructions as stated above.

Conclusion

The preliminary investigation was finalised, and the complaints of poor communication and poor investigation were found to be substantiated. It was recommended that the SAPS take appropriate steps to address the identified inefficiencies.

11.4.2 COM10112023_2

Background

During January 2023, the complainant took his Yamaha motorcycle for police clearance as he was in the process of selling it. The motorcycle was seized by SAPS Paarl due to the VIN and engine numbers that was suspected to be tampered with and not in accordance with SAPS specifications. Since then, he has experienced.

- No communication from SAPS,
- No response to telephone calls,
- No response to letters addressed to SAPS enquiring as to status of matter,
- Failure by SAPS to communicate with the complainant despite their verbal undertaking to do so.

Findings

National Instruction 05 of 2018 Vehicle Crime Investigation, Section 11.

Responsibilities of the VCIUs

(2) The following responsibilities are also part of the VCIU's mandate:

(h) Expert investigations and vehicle identification at the VISS and police stations where vehicles are impounded;

(l) Keep complainants informed pertaining to the progress of the investigations by means of Annexure A which is similar to a status of investigation (SAPS 429(b)):

Procedure for issuing vehicle clearance certificate,

- Record vehicle identification numbers:

2.9 If necessary, the appointed clearance officer who examines the vehicle must clean the surface where the identification number is affixed to the vehicle with an acceptable

substance, without damaging the surface. The same officer must then record the identification number by writing it down. The identification numbers that are recorded must be obtained from the vehicle as such and may not under any circumstance be extracted from any documents. The identification numbers that appear on the vehicle could differ from those recorded in the registration documents. This possibility must be investigated. However, there may be a reasonable explanation for the numbers not corresponding. The numbers that appear on the vehicle should be regarded as the official identification numbers. If the same officer determines that the identification numbers were tampered with in any way, the matter must be investigated by an investigative unit assigned to do so.

- Check vehicle identification numbers against stolen vehicle database:

2.10 The appointed clearance officer who recorded the identification numbers of a vehicle by writing them down, must check these identification numbers against his/her country's database of stolen vehicles to determine whether the vehicle was reported as sought or not. If none of the identification numbers were reported as sought, a SARPCCO vehicle clearance must be issued. If an identification number was reported as sought, the vehicle and the possessor (person tendering the vehicle for a clearance) must be handed over the investigative unit assigned to investigate the matter.

The investigation revealed that Paarl VISS has been in the process of doing the necessary investigation on the seized motorcycle. However, the motorcycle has been in the possession of SAPS for more than 12 months.

The decision was made by SAPS to hand the motorcycle back to the complainant after rectification of the error.

Conclusion

The preliminary investigation was finalized, and the complaint of poor investigation was found to be substantiated but resolved based on the fact that the motorcycle was handed back to the complainant as a result of the investigation by the WCPO.

11.5 Senior Investigating Officer: Zwelenkosi Matwa

11.5.1 COM17112022_4

Background

Our office received a complaint of alleged poor investigation by members of Kraaifontein SAPS. The complainant's deceased daughter opened a case of intimidation because of a threat on her life. The SAPS Investigating Officer (IO) allegedly promised the

deceased that she will be taken to a place of safety. The complainant also alleges that the IO had a sexual relationship with her deceased daughter whilst he was investigating her case. She alleges that the IO did not arrange for her deceased daughter to be taken to a place of safety and the complainant's daughter was killed as a result of the threat against her life. The complainant felt compelled to submit a complaint against the SAPS because she feels that her daughter would not have died if the SAPS had kept their promise.

Findings

The SAPS response indicates that the complainant (deceased) was supposed to see the SAPS investigating officer (IO) on 08 June 2020 with the person allegedly hired to kill her, but they did not keep to the appointment. This should be considered as a glaring indiscretion on the part of the SAPS to expect the target of assassination which is under investigation by the SAPS on her own without adequate protection to bring the alleged hitman/assassin to the police station with her.

On 2020-07-13 the investigating officer at Kraaifontein SAPS returned from leave and found the docket in his pigeonhole. This entry suggest that the case was sitting idle without investigation whilst the investigating officer was on leave. This demonstrates lack of seriousness on the part of the SAPS more especially if due regard is given to the fact that this was a very serious case which ultimately led to the murder of the complainant.

Allegedly, according to the complainant (deceased) there were three ladies being threatened of being killed and all of them work at the same creche. The complainant (deceased) further mentioned that the other cases were investigated by the SAPS Provincial Detectives. The complainant (deceased) could not understand why the investigating officer at the Provincial Detectives did not want to take her case whilst he was investigating the other cases. The SAPS failed to assist the complainant who was panicking as she was exposed to an assassination attempt to put her at ease in relation as to why the Provincial investigating officer at that stage did not take her case.

The report further mentions that the complainant (deceased) will find out about the status of the other cases and come back to the investigating officer. On 2020-08-17 the IO indicates that he is still awaiting the case numbers from the complainant. Further, on 2020-09-02 the IO alleges that the complainant was not responding to any of his messages. The complainant was murdered on 2020-09-29.

Our inference demonstrates gross dereliction of duty on the part of the investigating officer as he expected the complainant (deceased) to do his work for him in his capacity as a member of the SAPS.

The complainant (deceased) further indicated that she was not satisfied with the fact that the investigating officer at the Provincial Detectives and another senior member were pushing her (deceased) from pillar to post in relation to the allocation of her docket. Perusal of the WhatsApp messages between the deceased and the said police members confirm that the deceased was frustrated as this matter could not be clarified. This further reveals poor client handling on the part of the SAPS.

The complainant (deceased's mother) further underscored her dissatisfaction with the fact that the investigating officer at the Provincial Detectives took advantage of the victim (deceased) by having a sexual relationship with her. The complainant (deceased's mother) corroborated this allegation by providing WhatsApp messages between the investigating officer and the victim(deceased) wherein the victim (deceased) is further protesting that the investigating officer is not assisting her after he got what he wanted from her. These messages were perused, and they confirm complainant's (deceased's mother) allegation. This shows lack of integrity on the part of the investigating officer which requires that the SAPS should deal with this aspect of the complaint as the complainant (deceased's mother) is deeply aggrieved that her deceased daughter was taken advantage of due to her vulnerable circumstances.

According to the SAPS Reg 5 comments it was established that the victim (deceased) was never put under any protection and/or that the complainant did not request to be placed at a place of safety. It is submitted that due to the severity of the danger that the complainant (deceased) was exposed to the SAPS should have at least advised the deceased about the availability of this facility and leave it to her to opt in or not.

The SAPS alleges in the SAPS Reg 5 comments that unfortunately the victim (deceased) did not cooperate with the investigation. This contention is not supported by the conduct of the victim (deceased) when she was alive as she was in constant communication with the members through WhatsApp trying to find out about the progress of her case. The victim (deceased) further contends that the investigating officer is not assisting her after he got what he wanted from her. Furthermore, the victim (deceased) went to see the IO on 2020/07/28 regarding this matter. This is not the conduct of someone who is not cooperating with the investigation.

Based on the evidence provided to our office, wrongdoing was found on the part of the SAPS in respect of the complaint of poor investigation due to non-compliance by various members with the National Instructions. Accordingly, the SAPS should take appropriate steps to remedy the identified inefficiency.

Conclusion

The preliminary investigation was finalized, and the file closed as substantiated in respect

of the complaint of poor investigation accordingly the SAPS should take appropriate steps to remedy the identified inefficiency.

11.5.2 COM13072023_3

Background

Our office received a complaint against members of Wynberg South African Police Service wherein the complainant alleges that they had an unpleasant experience when they (she and her father) went to file a missing person's report for her mother who went missing on Wednesday 5 July 2023 in KwaZulu-Natal.

As advised by the SAPS website and officers in KZN, they were told to go to the nearest police station to file the report which will be captured on the SAPS system. Thereafter, the police officers in KZN will start making the necessary enquiries as they have a lead that she was last seen around 10pm at a Total Garage on the main road of the town by a petrol attendant. The petrol station is said to be well lit and has CCTV cameras.

They were allegedly discouraged when the Wynberg police station officers on duty told them about the challenges in reporting a missing person in another province. They were told that the file will stay unattended by the investigating officer as it is not within his/her jurisdiction. The complainant indicated that they wanted them to capture the report on the centralized system so that other police officers in KZN can have access to the same and move forward with the matter as they have already spoken to the officers in KZN. However, Wynberg SAPS indicated to them that they should not involve strangers to report the matter just because they (strangers) last saw her alive.

The complainant indicated that her mother is on medication as she has schizophrenia. The complainant also emailed the Bureau of Missing Persons and the same division in KZN but was yet to receive a response from them.

At Wynberg SAPS, allegedly one police officer even said to another police officer: "You are still explaining, it will take the whole day"...He was seated in his office while he said this. He further said: "Come back tomorrow when the person who handles such cases is around". The indifference with which they spoke, even when she told them they have done their research and know that they can report anywhere, was disheartening. They had a recent picture of her which would have been helpful in completing the SAPS 55(a) Form, but it was not taken from them by the Wynberg police officers.

It is alleged that the police officers in Wynberg were adamant and did not even want to consider the thought of helping them in filing the report. The kind gentlemen at the police KZN police station was amazed at the fact that fellow police officers did not want to assist in such a case. They were even willing to speak to their Wynberg SAPS colleagues to find out what the issue was.

Further, the complainant alleges that at Wynberg SAPS an interpreter was called in for the complainant even though she was able to converse with them aptly in English. The other officer merely repeated what the two officers said however in a polite manner. There was another gentleman who interjected with side comments which were not needed or appreciated at the time of their distress.

The complainants took a decision to be go back to the police station on 12 July 2023 to speak to a trained officer in such matters with the hope for a more pleasant experience. Unfortunately, the station commander's email address was not online otherwise she would have also copied him in so they he can speak to the officers under him.

Withdrawal of the complaint

The WCPO investigator contacted the complainant and to find out if the complainants were assisted by Wynberg SAPS. The complainant indicated that they were ultimately assisted, two members were deployed to their house to obtain their statements and Station Commander, confirmed that all documentation has been received by SAPS in KZN. Therefore, they considered the complaint as resolved and withdraw the complaint at the WCPO office.

WCPO communication to the Provincial Commissioner of the SAPS

On 21 July 2023 WCPO submitted a letter to the Provincial Commissioner of the SA Police Service, Western Cape. The purpose of this correspondence was to express the WCPO's concern about the conduct of the members of SAPS Wynberg during the initial interaction with the complainants wanting to report a missing person in another province.

Even though the complainant withdrew the complaint upon intervention of the Station Commander of SAPS Wynberg, the WCPO deemed it prudent that the extremely insensitive conduct of the members who initially dealt with the complainants should be brought to the attention of the Provincial Commissioner for appropriate action to be taken to prevent a recurrence of this nature.

11.5.3 COM02112023_3

Background

The complainant lodged a complaint of poor communication by members of Harare SAPS. The complainant is complaining on behalf of his niece, who passed away on 25 July 2022 at Tygerberg hospital after she was assaulted. The family is unaware about the status of the case. The family alleges that there has been no feedback from the SAPS. The victim was assaulted and succumbed due to her wounds. The complainant confirmed that the last comment from the SAPS was that Harare SAPS is investigating the case. No one from Harare SAPS have ever contacted the family. The complainant approached our office and sought our intervention.

Findings

According to the response received from the SAPS, the investigating officer to whom the docket was allocated to on the system acknowledged receipt thereof on the system and he alleges that he never physically received the docket. He stated that the docket was allocated to him when the Acting Detective Branch Commander was leaving. This was part of a clearing system.

The SAPS further underscores the fact that they are of the view that the case was not investigated because there was no actual docket.

WCPO has made several attempts to get the docket from the SAPS and sufficient time was afforded to the SAPS to comply.

According to Harare SAPS, Khayelitsha SAPS never physically handed over the docket to them. The Harare SAPS further indicated that they do not get cooperation from Khayelitsha SAPS in relation to the tracing of the docket. Furthermore, there is no clarity as to why the docket was transferred to Harare SAPS whilst the crime was committed within the jurisdiction of Khayelitsha SAPS.

It is submitted that the averments from Harare SAPS suggest that the service delivery inefficiency pertaining to this matter emanates from Khayelitsha SAPS and consequently WCPO should open a complaint file against Khayelitsha SAPS to enable this office to get to the bottom of this inefficiency. It should be noted that Harare SAPS is not absolved from this wrongdoing as they sat with this misleading information that suggest they obtained the docket even though the physical docket was never obtained. During the WCPO investigation this state of affairs has not been rectified to the detriment of the complainant and the deceased's family.

Based on the evidence provided to this office, wrongdoing was found on the part of the SAPS. Various members of the SAPS contravened the National Instruction. The preliminary investigation is finalized, and the complaint is found to be substantiated. It is recommended that the SAPS should take appropriate steps to resolve the inefficiency.

Conclusion

The preliminary investigation is finalized, and the complaint is found to be substantiated. It was recommended that the SAPS take appropriate steps to resolve the inefficiency.

11.6 CASE STUDY: RECURRING COMPLAINT REFERRED TO THE PUBLIC PROTECTOR SA

Background

During 2019, a member of the Western Cape Provincial Legislature (MPL) lodged a complaint with the Western Cape Police Ombudsman (WCPO) on behalf of the Tokai community and surrounding areas after receiving a series of complaints regarding alleged misuse and abuse of the use of blue lights and sirens, and reckless driving by members of South African Police Services (SAPS) when transporting prisoners in police vehicles to and from Pollsmoor correctional services.

The WCPO conducted a systematic investigation with reference number: COM19112019_1 in 2020 and its findings were substantiated. The WCPO communicated its findings and recommendations to the Western Cape Provincial Commissioner (PC). The Provincial Commissioner implemented the WCPO recommendations by giving an instruction and directive to all Cluster commanders, Station Commanders as well as Unit Commanders.

The matter was further deliberated by the Standing Committee on Community Safety, Cultural Affairs and Sport on 25 August 2020.

Despite the instructions that were issued by the Provincial Commissioner, there continues to be complaints reported on the same issue. The WCPO attempted to address the matter with the police, however, further complaints were received during 2022 and 2023.

Due to the recurring nature of these complaints, the WCPO referred the matter to the Western Cape branch of the Public Protector SA, in terms of Section 17 (4) of the Western Cape Community Safety Act, 2013 (Act 3 of 2013).

The observations and findings of the Public Protector SA is indicated hereunder:

Observations/Findings

Having regard to the evidence, legislation and regulatory framework determining the standards that the members of SAPS should have complied with, the Public Protector makes the following observations/findings:

The SAPS drive in accordance with the procedure of transportation of prisoners outlined in the National Instruction 11 of 2019, however, **they fail to give due regard to the other users of the road and adhere to the rules of the road.** The National Instruction 11 of 2019 requires SAPS to ensure that trucks transporting prisoners are always in motion to minimise the risk of prisoner escape, however, it is important to note that the Road Traffic Regulations also requires that due regard be given to the other users of the road which is not the case in this matter;

It is only the SAPS escort transporting either a bigger number of prisoners through use of trucks and/or transporting high profile prisoners that uses sirens/blue lights or drive at speed. These are normally escorted by at least two police vans. Not all SAPS members transporting prisoners uses the blue lights/sirens and drive at high speed, these are dependent on type of prisoners transported and controlled by station commanders; and

It has come to the Public Protector's attention that an accident occurred on 14 November 2023, involving SAPS escort trucks and a user of the road (woman). It was reported that the SAPS escort trucks were driving side by side and failed to adhere to the traffic circle rules and overtaking vehicles waiting in Tokai Road traffic circle resulting in the trucks driving towards the woman's car and forcing her to swerve and crash into another vehicle on the separation island between both lanes. This is one of many accidents and unsafety experience by the residents on a daily basis.

The intervention and recommendations of the Public Protector are indicated hereunder:

Intervention/Recommendations

The Provincial Commissioner

It is therefore recommended to the SAPS Provincial Commissioner, in terms of section 6(4)(c)(ii) of the Public Protector Act, that within sixty (60) calendar days from the date of this report ensure that:

The members of the SAPS receive proper training on safe driving techniques, appropriate use of emergency lights and sirens and importance of respecting rules of the road and giving due regard to the other users of the road. Further, implement stringent accountability measures for members of the SAPS who engage in reckless driving and/or misuse of emergency lights and sirens.

Review the Guidelines and Protocols specifically for prisoner transportation. These guidelines should clearly outline when and how emergency lights and sirens can be used during transportation, ensuring it is only deployed when necessary for public safety. Furthermore, to review the guidelines to specifically make provisions in line with the Road Traffic Act and Regulations on safe driving by SAPS members during transportation of prisoners.

Engage with the Tokai and surrounding areas community leaders to conduct public awareness campaigns educating the public about the necessity for the SAPS members driving conduct during transportation of prisoners.

Foster collaboration between the City of Cape Town law enforcement and provincial transport authorities to develop joint training programs, share best practices, and exchange information on safety measures. This collaboration can lead to a better understanding of the challenges and effective strategies for ensuring safe prisoner transportation.

The SAPS National Inspectorate

Within sixty (60) calendar days from the date of this report, conduct an investigation to determine whether the SAPS members driving conduct contravenes SAPS Frameworks and Policies and whether it constitutes reckless driving and abuse of emergency lights and sirens and determine if they should be charged for gross negligence.

Western Cape Police Ombudsman

Within ninety (90) calendar days from the date of this report, monitor and oversee the implementation the Public Protector's intervention/recommendations.

Conclusion

The Public Protector takes note that the WCPO is the independent oversight body responsible for investigating and addressing complaints related to SAPS conduct and considers this matter outside her ambit. As a result, this matter cannot be investigated further by her office.

12. Outreach, Marketing and Stakeholder Engagement by the Western Cape Police Ombudsman 2023 – 2024

DATE	ACTIVITY	DESCRIPTION
2023-04-04	University of Cape Town – Middle Campus Faculty of Law	Attended screening of 57 murders per day in SA
2023-04-17	Online webinar – Courageous conversations – Understanding Toxic Masculinity	Attended POCS Webinar
2023-04-18	Desmond and Leah Tutu Legacy Foundation – District Six	Attended partnership event HSF, SAPS, NPA and WCG
2023-04-20	WCPO Management Meeting	WCPO Boardroom
2023-04-26	Protea Hotel, Cape Town - Event: Joint Initiative on Building Trust between Community and Police through Procedural Justice.	Attended event WCPO, ISS, HSF, SAPS, CPF
2023-05-04	WC Violence Prevention Forum meeting	Attended in person - Mowbray
2023-05-09	AOMA – Online webinar	Attended online

2023-05-10	Online webinar – ISS Expanding the reach and quality of violence prevention in SA	Attended online
2023-05-11	Online webinar – EHW DOTP – Health and wellness session Tenjiwe Mgxwati	Attended online
2023-05-17/19	Violence Prevention Forum – ISS in Kwa Zulu Natal	Attended event
2023-05-23/25	SAPS WC Strategic Planning in George	Presentation on WCPO Mandate
2023-05-26	Online webinar – EHW DoTP – Financial Planning	Attended online
2023-05-26	Meeting WCPO Management with POCS – MEC Quarterly complaints overview and Staff Shortage – 35 Wale Street.	Attended in person
2023-05-29/30	WCPO Strategic Planning Bosberaad 2023 Cresta Grande Hotel, Cape Town	Attended in Person
2023-05-31	CSPS Presidential Follow up Meeting with SAPS in Wolseley	Attended with Mr Edwin Bailey (IO)
2023-06-01	Bishop Lavis CPF meeting – WCPO mandate and Procedural Justice	Attended and presented in person
2023-06-02	Meeting – SSA Ms. Phumla	Security clearance application
2023-06-08	Quarterly Meeting Divisional Commissioner Inspectorate SAPS	Attended in person at WCPO Boardroom
2023-06-09	SAPS Training Centre Pinelands – Address 50 x Police officers on WCPO mandate and motivation	Attended in person
2023-06-15	WCPO Management meeting	WCPO Boardroom
2023-06-20	Meeting HOD – Staff Shortages. POCS 35 Wale Street	Attended in person
2023-07-11	APCOF and Gun free SA Roundtable on Firearm management by SAPS - Mowbray	Attended and presented in person
2023-07-12	Meeting – Ikamva Labantu – Elder abuse in the townships	Attended in person at office
2023-07-18	Mandela Day 67 minutes project – WCPO and Ikamva Labantu (Sandwiches for 120 x senior citizens)	Khayelitsha Wellness Centre (Ombudsman, SIO Abigail Lewis and Zwelenkosi Matwa, IO's Suzette Jordaan and Noluthando Ndlwana)
2023-07-19	WCPO Management meeting	WCPO boardroom
2023-07-25	AORC online webinar on Strengthening cyber security in Ombudsman Institutions	Attended online
2023-07-26	Online zoom meeting – REOS and ISS – Police Reform	Attended online
2023-08-01	Meeting Consul General of Namibia – understanding the WCPO mandate	Attended consulate in person
2023-08-02	SAPS Event – Khayelitsha Stadium – launch of operation Shanela	Attended in person (Ombudsman, SIO Z. Matwa and Intern N. Mbulungwana)
2023-08-05	CPF Provincial Board Conference – Lansdowne Primary School, Hall	Attended and presented in person

2023-08-07	Meeting – Divisional Commissioner Inspectorate and Public Protector WC – Blue lights and sirens complaints	Attended in person at office
2023-08-08	Online zoom meeting CSPA and 9 x Department of Community Safety – IPID recommendations work session	Attended online
2023-08-17	Management Meeting WCPO	Attended person at office
2023-08-21/22	Interview panel for 3 x investigation vacant posts at WCPO	Chaired panel at office
2023-08-23	PEEC Meeting – DoJ – Chief Justice	Attended in person
2023-08-29/30	Interview panel for 2 x Admin vacant posts at WCPO	Chaired panel at office
2023-09-05	Green Point Radio Station – 567 Cape Talk (Lester Kiewets) Showcasing Ombudsman – WCPO role and responsibilities	In-studio radio interview on the breakfast show
2023-09-05	Meeting and Greet – WCPO and RHT (Rental Housing Tribunal) Dep. Director Nkosana Vaveki	At WCPO Boardroom
2023-09-14	WCPO Management Meeting	At WCPO Boardroom
2023-09-18	WC Violence Prevention Forum Meeting at MOSAIC (66 Ottery Road, Wynberg, Cape Town)	Attended by SIO A. Lewis and IO N. Ndlwana
2023-09-19/24	Attended and presented WCPO Mandate at the International Ombudsman Conference in Rome, Italy	International Travel to Rome, Italy
2023-09-28	Attended and presented WCPO mandate at Swartland Community Safety Forum	In-person at Malmesbury Disaster Management Centre
2023-10-03	Attended consultation on National Policing Policy hosted by National Civilian Secretariat for Police Service and POCS	In-person at Durbanville Conference Centre
2023-10-04	Interview panel for Admin contract post for WCPO	Chaired panel at office
2023-10-11/14	National Violence Prevention Forum Meeting (Emseni Christian Centre, Jhb)	Attended Ms Noluthando Ndlwana (IO)
2023-10-11	Attended and presented WCPO 2022/2023 Annual Performance Report to WCG Standing Committee on Safety	Ombudsman and management with Minister Allen/HOD POCS at WCG Parliament
2023-10-12	Attended and addressed “International Ombudsman Day” event hosted by the City Ombudsman of Cape Town	In-person at Athlone Civic Centre
2023-10-13	Attended site visit with Public Protector SA and SAPS Divisional Commissioner at Pollsmoor Correctional Facilities – SAPS Blue light complaint from residents of Tokai.	In-person at Pollsmoor DCS with Lt General Peter Jacobs and Provincial Head of Public Protector SA WC
2023-10-13	Attended SAPS National Festive season operation launch	Khayelitsha Stadium (Ombudsman, SIO Z. Matwa and Intern T. Foster)
2023-10-19	Bi-Annual Risk Assessment session with Christell – Department of the Premier WCG	WCPO Management
2023-10-25/26	Families Indaba – Community House, 41 Salt River Road, Salt River, Cape Town	Attended Ms Noluthando Ndlwana (IO)

2023-10-25	Attended and addressed "International Ombudsman Day" event hosted by the City Ombudsman of Cape Town	In-person at Grassy Park Civic Centre
2023-10-26	WCPO management meeting	In-person at WCPO Boardroom
2023-11-06	Quarterly meeting with MEC Minister R. Allen (WCPO Stats and introduction of Head of Office and management)	In-person at 35 Wale Street, Cape Town
2023-11-09/10	Attend Military Ombudsman Conference	Pretoria, Gauteng (Ombudsman and SIO A. Lewis)
2023-11-15	Online Webinar – IOI/AOMA (Power of the Mediators and Ombudsman – to support administrative and legal reform)	Online attendance - Zoom
2023-11-23	WCPO management meeting	In-person at WCPO Boardroom
2023-11-25/30	Attended AOMA (African Ombudsman and Mediators Association) 7 th General Elective Conference	Kigali, Rwanda
2023-12-05	Attended AORC (African Ombudsman Research Centre) online webinar – "Enhancing productivity and safeguarding confidentiality in Ombudsman Institutions."	Zoom attendance. (Ombudsman and IO S. Jordaan)
2023-12-06	Meet and Greet – GCIS (Government Communication and Information Service) at GCIS office in Cape Town	Attended by Ombudsman and HOO Kim Seale
2023-12-07	Attended and chaired session on Evidence Based Policing SA Conference	Hosted by ISS at Protea Fire and Ice Cape Town
2023-12-08	Attended and participated on panel for Evidence Based Policing SA Conference	Hosted by ISS at Protea Fire and Ice Cape Town
2023-12-18	Submission of Rwanda Report to MEC Minister R. Allen	Submitted signed hard copy by hand
2023-12-20	WCPO Management meeting	WCPO Boardroom
2024-01-30	Attended AOMA webinar "Mastering customer service skills"	Online meeting
2024-02-07	Meeting MEC Minister R. Allen and WCPO management – assistance for WCPO vacant posts to be prioritized	35 Wale Street POCS office
2024-02-14	Gunfree SA – Remove the trigger from gun-related domestic violence at Saartjie Baartman Centre - Athlone	Attended Ms Noluthando Ndlwana (IO)
2024-02-16	Attended Southern Africa Regional AOMA meeting	Online Zoom meeting
2024-02-16	SAFE Conference at Thusong Centre – Paarl East	Attended by SIO A. Lewis
2024-02-19	SOPA – WC Premier Winde	Attended in-person - Paarl
2024-02-22	WCPO Management Meeting	WCPO Boardroom
2024-02-28	Attended Police Conduct Forum – Civilian Secretariat for Police Service	Online – Zoom meeting
2024-03-05/06	SAFE Platform Conference at Novalis Ubunthu in Wynberg	Attended by SIO Abigail Lewis
2024-03-07	Attended and Addressed Malmesburg SAPS Management – WCPO Mandate	Goedgedacht Farm, Malmesbury

2024-03-07	Attended meeting with complainant	Rondebosch Police Station Boardroom (Ombudsman, HOO Kim Seale and SIO Abigail Lewis)
2024-03-14	Meeting with MEC POCS Head of Office – Ms Stacy McLean – complaint prisoner transport Pollsmoor Prison	WCPO Boardroom
2024-03-15	Attended World Consumer Day event – City of Cape Town Ombudsman	Cape Town Civic Centre (Ombudsman, HOO K. Seale, SIO A. Lewis, IO S. Jordaan and Intern N. Mbulungwana)
2024-03-16	Attended Community engagement with HOO and Investigating Team	Bontehewel Methodist Church (Ombudsman, HOO K. Seale, SIO A. Lewis and Z. Matwa, IO S. Jordaan and N. Ndlwana)
2024-03-19	Broad management meeting	WCPO Boardroom
2024-03-20	Attended ISS Conference on Review of Criminal Justice System Senior Management Appointments	Kempton Park, Gauteng
2024-03-26	Attended AOMA webinar – "Promoting Human Rights: The Role of Ombudsman Institutions"	Online Webinar

CONCLUSION

The WCPO strives to realize its vision to see a society where there is trust and mutual respect between the people and the police.

In achieving this vision, we rely on our strategic partners and stakeholders to share information and collaborate on matters where appropriate.

We pride ourselves on conducting independent, fair, unbiased, and thorough investigations on police service delivery inefficiencies. Our oversight role plays an important role in ensuring that the police are held accountable and are able to correct any inefficiencies identified.

We strive to uphold our service standards despite the human resource challenges in our office and endeavour to review our processes and procedures to enhance the efficiency of police services and improve relations between the communities and the police.

We commit to further and on-going development and training of our staff and interns so that we help employees learn and acquire new skills and gain the professional knowledge to ensure that we provide the best service to our clients.

We wish to thank our interns for their hard work and contributions towards meeting our performance standards and wish them well in their future endeavours!

ANNEXURE A: EXPRESSION OF GRATITUDE FOR CONTRIBUTION TO KIWALI AORC TRAINING



مركز أبحاث المدعي العام الأفريقي
African Ombudsman Research Centre
Centre de Recherche des Ombudsmen Africains
Centro de Investigação da Provedoria de Justiça Africana

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Hon. Retired Major General Oswald D Reddy
Western Cape Police Ombudsman
Office of the Western Cape Police Ombudsman
6th Floor Waldorf Building, 80 Burg Street
Cape Town
South Africa

Dear Hon. Retired Major General Oswald Reddy

RE: EXPRESSION OF GRATITUDE FOR YOUR CONTRIBUTION TO AORC TRAINING SESSION DURING THE 7TH AOMA GA IN KIGALI, RWANDA

On behalf of the African Ombudsman Research Centre (AORC), the esteemed research and training arm of the African Ombudsman and Mediators Association (AOMA), I extend our sincere appreciation for graciously accepting our invitation and your invaluable contribution as a distinguished speaker during the AORC training session at the 7th General Assembly of AOMA, which took place at Hotel Serena, Kigali, Rwanda, on November 28, 2023.

Your exceptional expertise and insightful intervention played a pivotal role in the resounding success of the training session, centered around the theme "Navigating Ethical Dilemmas in Mediation and Ombudsman Roles." The wealth of knowledge you shared has undeniably enriched the capabilities of our participants, arming them with indispensable skills to navigate ethical challenges within the realms of mediation and Ombudsman services.

The session you led, focusing on Case Studies and Role-Playing, was enlightening, offering a comprehensive understanding of ethical frameworks and practical considerations for addressing complex ethical dilemmas. Your unwavering commitment to fostering a more profound comprehension of these critical issues is truly commendable, and we express our deepest gratitude for your dedication to the session's success.

We firmly believe that the diverse perspectives and practical guidance you and your esteemed fellow speakers provided have significantly contributed to our participants' professional growth. The collective impact of these insights will undoubtedly resonate in their future endeavors within the fields of mediation and Ombudsman services.

Once again, thank you for consistently accommodating AORC/AOMA. And I extend my gratitude for your stepping in at the last moment when the original speaker couldn't attend due to unavoidable circumstances. Your support and flexibility are truly appreciated. We eagerly anticipate the possibility of future collaborations and sincerely hope to welcome you to our upcoming events.

Kind regards,



ADV. KHOLEKA GCALEKA
PUBLIC PROTECTOR
REPUBLIC OF SOUTH AFRICA,
CHAIRPERSON - AORC BOARD
DATE: 14 DECEMBER 2023

ANNEXURE B: EXPRESSION OF GRATITUDE FOR PARTICIPATION IN IOI CONFERENCE



Mr. OSWALD D. REDDY
Western Cape Police Ombudsman South Africa,

I address you with profound gratitude on behalf of all the participants of the recent International Ombudsman Conference, held for the first time in Italy. This event represented an extraordinary opportunity for the exchange of knowledge, experiences, and best practices, and your invaluable contribution significantly contributed to the success of this historic initiative.

It was an honor and a privilege for us to have the opportunity to share your experience and profound understanding of issues related to civic advocacy and human rights during our conference. Your intervention during the working sessions, along with your insightful reflections, provided an intriguing perspective on how the Ombudsman institution can play a crucial role in promoting justice, transparency, and accountability in governments and institutions worldwide, significantly enriching the debate and interaction among the participants.

Through your intervention, we gained a better understanding of the opportunities for Ombudsmen to make a meaningful impact in the context of the growing global challenges. Your words inspired discussions and provoked important reflections on our collective responsibility to advocate for and demand open and rights-conscious governance.

I would like to personally thank you for the time you dedicated to individual conversations and discussions with the participants, effectively creating and strengthening a network of relationships.

While apologizing for some organizational challenges stemming from our inexperience, we are confident that we have taken a first step toward future collaboration that will further solidify our role and function, particularly highlighting our role in the Italian and international context.



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To preserve the memories of these conference days, we have collected photos from the conference, available at the following link: <https://os5.mycloud.com/action/share/2999c1bb-4874-4fb0-922b-3a03e974c074>

Furthermore, your opening video remarks can be accessed at the following link: <https://webtv.camera.it/evento/23297>

With best wishes for your future endeavors, and with heartfelt thanks, I extend my deepest respect.

Rome, September 30, 2023

Dott. Marino Fardelli
President of the National Coordination of Italian
Ombudsmen and Ombudsman of the Lazio Region



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