

**WHEN YOU COMMUNICATE WITH US
PLEASE PROVIDE THE FOLLOWING
INFORMATION**

- Your full name, postal and e-mail address, telephone and or fax number.
- Provide a clear description of your particular concern or requirements.
- Indicate what kind of response you would expect.
- Keep a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication.

IF THINGS GO WRONG

We will:

- Deal with complaints within two weeks
- Offer an apology
- Give an explanation
- Rectify the matter and try to avoid the same mistakes again in the future.

Any comment, suggestion or a request for information about activities of the Office should be directed to:

The Employment Equity Commissioner
Office of the Employment Equity Commission
8 Hoogenhout Street, Windhoek West
Private Bag 19003

Khomasdal
WINDHOEK

Tel: +264-61379150

Fax: +264-61258267

E-mail: vsiku@eec.gov.na

Website: www.eec.gov.na

Or

You can personally discuss business with
staff of the Office of the Employment Equity
Commission at the Office.

If you are not satisfied with any response
received please write to the Permanent

Secretary of the Ministry at:

The Permanent Secretary:

Ministry of Labour and Social Welfare

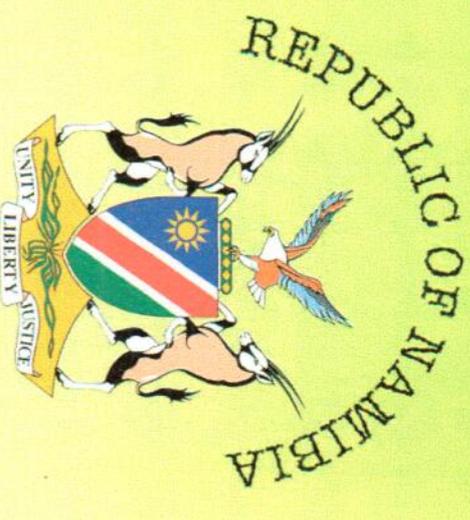
Private Bag 19005

Khomasdal

WINDHOEK

If you are not satisfied with the response
from the PS you can approach the Minister
and/or the Office of the Ombudsman.

This charter was published on 1st April 2013
and will be reviewed annually.



**EMPLOYMENT EQUITY
COMMISSION CUSTOMER
SERVICE CHARTER**

**Get involved in
making your
workplace fair
and equal**

THIS CHARTER

- Sets the standards of service you can expect from the Employment Equity Commission
- Articulates our commitment to providing quality, effective, efficient and fair services
- Outlines our modus operandi.
- Sketches out our expectations from you.

CORE FUNCTIONS OF THE EMPLOYMENT EQUITY COMMISSION

- To inquire into whether a relevant employer has adopted and is implementing an affirmative action plan and whether any particular affirmative action plan or affirmative action measure meets the objectives of the Act, and to take actions prescribed by or under the act in regard thereto.
- To advise any person, body, institution, organization or interest group on matters pertaining to the objectives of the Act.

WE COMMIT OURSELVES TO:

- Providing the necessary advice, assistance and guidance to relevant employers, designated groups and employees, in furtherance of the principles of equity and equality in the workplace.
- Taking all necessary measures to encourage and urge all relevant employers to effect good employment practices.
- Ensuring that all relevant employers adopt and implement affirmative action plans consistent with Affirmative Action (Employment) Act.
- We strive, at all times, to conduct our business in strict adherence to the principles of democracy and transparency.
- We shall treat information that might en-

danger national security or cause damage to any relevant employer or person, with strict confidentiality.

- We commit ourselves to discharge our statutory duties honestly, impartially, even-handedly, reasonably and fairly.
- We shall perform our functions in strict compliance with the principle of administrative justice.
- We shall discharge our statutory duties diligently, effectively, professionally, promptly and in a cost effective manner.

WHAT WE ASK FROM YOU

- To strictly respect and observe prescribed deadlines.
- To submit complete and accurate affirmative Action report that meets all requirements of the Act and the Employers Guidelines issued by the Commission.
- To comply with provisions of the Act.

OUR STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

- We shall appoint a Review Officer within ten (10) working days after submission of an affirmative action report.
- We shall finalise the review of an affirmative action report within ninety (90) working days of its submission to the Commission.
- We shall give you feedback, on the state of your report, when it is applicable, within thirty (30) working days after the review by the Commission.
- We shall acknowledge receipt of, and respond to all correspondence within ten (10) working days.
- We shall attend to any complaint brought to our attention within twenty (20) working days.

IF YOU CONTACT US

By telephone, we will:

- Answer the telephone within two rings.
- Identify ourselves by name.
- Inform you when you can expect a full response if we cannot answer your enquiry immediately.

In writing, we will:

- Reply to all letters within 10 working days. If we cannot answer your questions within that time, we will inform you when to expect a reply.
 - We will treat faxes and e-mails as letters.
- Personally, we will:
- See you within the agreed time if you have made an appointment.

The Employment Equity Commission Customer Service Charter shall function within the framework of Affirmative Action (Employment) Act, Act 29 of 1998 and the Public Service Charter of the Republic of Namibia.

YOUR VIEW ACCOUNTS

We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.

- If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.
- We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.