

HOW YOU CAN HELP US?

The Ministry of Fisheries and Marine Resources values comments on the service you receive from us and welcome any suggestions that could improve the service we provide.

WHAT WE WILL DO IF THINGS GO WRONG

We will offer as and when appropriate:

- ◆ An apology
- ◆ An explanation
- ◆ An assurance that we will avoid the same mistakes from happening again

WHEN COMPLAINING

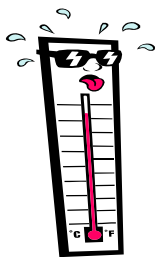
We expect you:

- ◆ To give your name, address and contact telephone number

Be clear about why you are dissatisfied, for example:

- ◆ Was it the decision made or the way you were treated?

State the way you would like things to happen, for example:



- ◆ An apology?
- ◆ The decision to be revised?
- ◆ The proper service that should have been provided in the first place?
- ◆ Changes in the way things are done?

WAYS TO MAKE A COMPLAINT

You can telephone or fax to us:



Windhoek:	Tel: (061) 2053011	Fax: (061) 224566	E-mail: ambanga@mfmr.gov.na
Walvis Bay:	Tel: (064) 2016202	Fax: (064) 205008	E-mail: sambabi@mfmr.gov.na
Luderitz:	Tel: (063) 202905	Fax: (063) 203337	E-mail: dbester@mfmr.gov.na
Swakopmund:	Tel: (064) 405744	Fax: (064) 404385	E-mail: bvanzyt@mfmr.gov.na
Hardap:	Tel: (063) 240361	Fax: (063) 242643	E-mail: cjhay@mweb.com.na
Oshakati:	Tel: (065) 222413	Fax: (065) 222399	E-mail: alipingi@iway.na
Rundu:	Tel: (066) 256813	Fax: (066) 256844	E-mail: alushe@iway.na

- ◆ Our staff members will give you their names
- ◆ Our response will be clear and easy to understand
- ◆ Where we cannot answer your complaint immediately, we will inform you when to expect a full reply
- ◆ We expect you to note the staff members' name, the time and what was said

You can write to us at: Ministry of Fisheries and Marine Resources

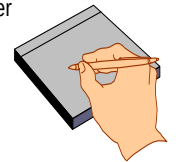
The Head of Office
Directorate Policy,
Planning and Economics
(Fisheries Administration)
Private Bag 13355
Windhoek

The Head of Office
Directorate
Monitoring Control
and Surveillance
P.O. Box 1594
Walvis Bay

The Head of Office
Directorate
Monitoring Control
and Surveillance
P.O. Box 912
Swakopmund

The Head of Office
Directorate
Monitoring Control
and Surveillance
P.O. Box 394
Lüderitz

- ◆ We aim to reply to your letters within ten working days of receipt, but if we cannot answer all your Questions within that time, we will let you know in writing and/or by telephone when to expect a full reply
- ◆ We will include the responsible staff member's name, office and telephone number
- ◆ We expect you to keep a copy of your letter and any replies you receive
- ◆ If you write to us quote the number of previous correspondence



You can visit us:

Between 8:00 a.m. and 1:00 p.m., 2:00 p.m. and 5:00 p.m., Monday to Friday at our offices.



Brendan Simbwaye Square,
Block C
C/o Uhland and Goethe Str,
Windhoek

2nd Street
214
Walvis Bay

Strand Street
Swakopmund

Shark
Island
Lüderitz

- ◆ If you have an appointment we will see you within ten minutes
- ◆ We aim to answer your queries on the spot, but if we cannot we will inform you why not and by when you can expect an answer from us

WHOM TO CONTACT AT LOCAL OFFICES FOR INQUIRIES / COMPLAINTS

Windhoek Head Office:

Mr. Albert Mbanga Tel: (061) 205 3084 Fax: (061) 224566 E-mail: ambanga@mfmr.gov.na

Contact persons for regional offices

Mr. Steven Ambabi	Tel: (064) 2016202	Fax: (064) 205008	E-mail: sambabi@mfmr.gov.na
Mr. Desmond Bester	Tel: (063) 202905	Fax: (063) 203337	E-mail: dbester@mfmr.gov.na
Dr Ben Van Zyl	Tel: (064) 405744	Fax: (064) 404385	E-mail: bvanzyl@mfmr.gov.na
Dr Clinton Hay	Tel: (063) 240361	Fax: (063) 242643	E-mail: cjhay@mweb.com.na
Albertina Iipinge	Tel: (065) 222413	Fax: (065) 222399	E-mail: aiipinge@iway.na
Alushe Itula	Tel: (066) 258136	Fax: (066) 256844	E-mail: alushe@iway.na
Oiva Ndikwetepo	Tel: (065) 259009	Fax: (065) 259007	E-mail: oivandikwetepo@yahoo.com

CUSTOMER DESK

If you are dissatisfied with the response to enquiries/complaints from the local office(s) the next step is to take the matter up with Customer Desk, which deals with all complaints regarding operational issues in consultation with sections concerned.

The Customer Desk can unfortunately not deal with policy issues, which are considered at a higher level but feel free to get advice from the Customer Desk at this address.

Customer Desk
Ministry of Fisheries and Marine Resources
Private Bag 13355
Windhoek

Tel: (061) (061) 205 3084 Fax: (061) 224566

E-mail: ambanga@mfmr.gov.na

SENIOR MANAGEMENT COMMITTEE (SMC)

If *all channels* are followed and you are still not satisfied with the outcome, the matter will be referred to the SMC through the Customer Desk for further consideration. The SMC will only consider complaints channeled through the Customer Desk.

CUSTOMER COMPLAINT SYSTEM



KNOW YOUR RIGHTS

- Confidentiality** - We will respect the confidentiality of your information and use it only as allowed by law
- Your right to be believed** - Unless we have good reason to believe otherwise, we will not question your integrity
- Your right to thoroughness** - We will verify facts, consider the different views in any dispute and verify explanations as thoroughly as possible

MINISTRY OF FISHERIES AND MARINE RESOURCES