



LEDE NAVRAAG PROSEDURE

- ✓ Navrae moet eerstens onder die Skoolhoof se aandag gebring word.
- ✓ Die Skoolhoof of opvoeder bring die navraag onder die betrokke departementele amptenaar se aandag.
- ✓ Indien die navraag, ten spyte van opvolg aksies met die betrokke amptenaar, onopgelos bly, kan die navraag aan die SAOU (KZN) gerig word.
- ✓ Dit word aanbeveel dat die **SAOU se navraag-vorm** gebruik word om die onopgeloste navraag aan te meld.
- ✓ Afdrukke van korrespondensie met die Departement (die “**papierspoor**”) moet ingesluit word.
- ✓ Navrae aan die SAOU kantoor moet deur die **betrokke lid** gerig word. Ons moet dikwels vrae stel vir duidelikheid om te verseker dat ons advies korrek is. Indien iemand namens 'n eggenoot/kind/vriend navraag doen, kan sulke vrae dikwels nie beantwoord word nie.
- ✓ Dit is belangrik dat die SAOU kantoor in kennis gestel word sodra die navraag opgelos is.



MEMBER ENQUIRY PROCEDURE

- ✓ Enquiries must first be brought to the attention of the Principal.
- ✓ The Principal or educator brings the enquiry to the attention of the relevant departmental official.
- ✓ Should the enquiry remain unresolved despite attempts to follow-up with the relevant official, the enquiry can be forwarded to SAOU (KZN).
- ✓ It is recommended that the **SAOU enquiry form** is used to state the unresolved enquiry.
- ✓ Copies of communication with the Department (**paper trail**) must be included.
- ✓ Enquiries to the SAOU office should be made by the **member concerned**. It often happens that we need to ask questions for clarity to ensure we advise correctly. These questions often cannot be answered if a person is enquiring on behalf of a spouse/child/friend.
- ✓ Once the enquiry has been resolved, it is important to inform the SAOU office



Gee die pas aan

Setting the pace

**“The mediocre teacher tells. The good teacher explains.
The superior teacher demonstrates. The great teacher
inspires.”**

– William Arthur Ward