



LEDE NAVRAAG PROSEDURES / MEMBER ENQUIRY PROCEDURE

- PAM Dokument, Hoofstuk G vervat die griewe prosedures en vorms.
 - **Griewe prosedures moet binne 90 dae vandat die insident plaasgevind het, aangemeld word.**
 - 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 spyt 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 navraagvorm** gebruik word om die onopgeloste navraag aan te meld.
 - Afdrukke van korrespondensie met die Departement (die "papierspoor") moet ingesluit word. Asook die naam en kontakbesonderhede van die Departementele amptenaar.
 - **Wanneer u 'n griewe procedure/dispuut wil aanteken berus die onus geheel en al op die klaer om alle nodige bewyse in te dien. Daarom is 'n papier spoor uiters noodsaaklik.**
 - Die volgende is belangrik wanneer u dokumente by die Departement inhandig:
 - 1) Maak afskrifte van al die dokumente.
 - 2) Heg 'n brief wat al die dokumente wat u inhandig daarop aandui.
 - 3) Verkry die naam en kontakbesonderhede van die persoon wat die dokumente ontvang.
 - 4) Versoek die Departementele persoon om bewys van ontvangs van die dokumente te teken.
 - 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 anders namens 'n eggenoot/kind/vriend navraag doen, kan sulke vrae dikwels nie beantwoord word nie.
 - Dit is baie belangrik dat die SAOU kantoor in kennis gestel sodra die navraag opgelos is.
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- PAM Document, Chapter G contains grievance procedures and forms.
 - **Grievance must be lodged within 90 days of occurrence of an incident.**
 - 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 as well as the name of the Departmental official and his/her contact details.
 - **When lodging a grievance/dispute, the onus is entirely on the grievant to provide all necessary evidence, therefore a paper trail is essential.**
 - When submitting documents to the District, the following is important:

- 1) Make copies of the documents.
 - 2) Write a cover letter, listing all forms being submitted.
 - 3) Obtain the name and contact details of the official receiving the document.
 - 4) Request that the official signs proof of receipt of documents.
- 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 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.



GEPF/ GEMS/SARO	GEPF/GEMS/SACE
<p>Die onderstaande kontakbesonderhede word vir u gerief deurgegee:</p> <p>GEPF Tel: 0800 117 669 E-pos: enquiries@gepf.co.za (Nasionaal) of Thelma.Bestbier@gpaa.gov.za (KZN) Durban adres: 8^{ste} Vloer, Salmon Grove Chambers Anton Lembede Straat 407</p> <p>Pietermaritzburg address: 3^{de} Vloer, Brasford Huis Langalibalele Straat</p> <p>GEMS Tel: 0860 00 4367 E-pos: enquiries@gems.gov.za Durban adres: Berea Sentrum, Winkel G18 Ingang 1, Berea straat 249</p>	<p>For your convenience, the contact details are provided below:</p> <p>GEPF Tel: 0800 117 669 E-mail: enquiries@gepf.co.za (National) or Thelma.Bestbier@gpaa.gov.za (KZN) Durban address: 8th Floor, Salmon Grove Chambers 407 Anton Lembede Street</p> <p>Pietermaritzburg address: 3rd Floor, Brasford House Langalibalele Street</p> <p>GEMS Tel: 0860 00 4367 E-mail: enquiries@gems.gov.za Durban address: The Berea Centre, Shop G18 Entrance 1, 249 Berea Road</p>

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In die kol

On target

Worry is wasting today's time, to clutter up tomorrow's opportunities, with yesterday's troubles.