



**MINISTRY OF TOURISM
REPUBLIC OF SOUTH AFRICA**

Private Bag X424, Pretoria, 0001, South Africa. Tel. (+27 12) 444 6780, Fax (+27 12) 444 7027
Private Bag X9154, Cape Town, 8000, South Africa. Tel. (+27 21) 469 5800, Fax: (+27 21) 465 3216

NATIONAL ASSEMBLY:

QUESTION FOR WRITTEN REPLY:

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Mr M S F de Freitas (DA) to ask the Minister of Tourism:

With reference to the complaints line of her department, (a) what is the total number of complaints received by her department in each month in the past three financial years, (b) what are the main categories of the specified complaints, (c) how were the complaints handled and/or resolved and (d) how would this be (i) measured and/or (ii) monitored? NW1231E

REPLY:

- (a) Total number of complaints received by the department in each month in the past three financial years.

| Period/ Month | TOTAL NUMBER OF TOURIST COMPLAINTS MANAGED | | |
|---------------|--|-----------|---------|
| | 2018/ 2019 | 2019/2020 | 2020/21 |
| April | 8 | 9 | 34 |
| May | 4 | 6 | 25 |
| June | 2 | 5 | 40 |
| July | 4 | 7 | 20 |
| Aug | 6 | 4 | 33 |
| September | 2 | 3 | 42 |
| October | 14 | 12 | 54 |

| Period/ Month | TOTAL NUMBER OF TOURIST COMPLAINTS MANAGED | | |
|---------------|--|------------|------------|
| | 2018/ 2019 | 2019/2020 | 2020/21 |
| November | 2 | 3 | 30 |
| December | 2 | 2 | 6 |
| January | 9 | 15 | 28 |
| February | 11 | 25 | 24 |
| March | 1 | 33 | 40 |
| Total | 65 | 124 | 376 |

(b) Refunds, rescheduling of reservations, service levels, alleged non-compliance with COVID19 protocols and acts of discrimination.

(c) The Tourism Act, 2014 (Act No. 3 of 2014) makes provision for the Department of Tourism to put systems in place for dealing with complaints lodged by tourists in respect of tourism services, products or facilities. The Regulation on the Prescribed Manner and Procedure for Lodging and Dealing with Tourism Complaints outlines the process to be followed when managing tourism complaints.

The main focus is on mediation and amicable resolution of tourist complaints and that has proved to be effective. In cases where mediation fails, complaints are referred to other relevant structures for further intervention where applicable.

(d) **(i) and (ii)** Database and records of all complaints received, managed and referred are kept and updated.