



**MINISTRY OF TOURISM
REPUBLIC OF SOUTH AFRICA**

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Ref: TM 2/1/1/10

NATIONAL ASSEMBLY:

QUESTION FOR WRITTEN REPLY:

Question Number: 1620
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Mr J Vos (DA) to ask the Minister of Tourism:

- (1) Whether, with reference to the Tourism Act, Act 3 of 2014 which makes provision for a Tourism Complaints Officer, he appointed a Tourism Complaints Officer; if not, what are the reasons for the delay in making the specified appointment; if so, what is the (a) full name and (b) credentials of the specified person;
- (2) how many complaints have been lodged since the creation of this office;
- (3) what (a) was the nature of each complaint and (b) action has been taken in respect of each complaint lodged;
- (4) what procedure must be followed to lodge a complaint? NW1837E

REPLY:

(1) (a) Ms Mirriam Mmaditlonki Setwaba an official of the Department of Tourism has been designated as the Tourism Complaints Officer , published in Gazette No. 38419 vol 595 on 30 January 2015.

(b) Ms Setwaba is the Chief Director: Legal Services in the Department of Tourism. She is a holder of a B. PROC and an LLB Degree and is an admitted Attorney of the High Court of South Africa. She has amongst others, sound knowledge and understanding of the Tourism Act, 2014 and of the Consumer Protection Act, 2008

(2) Eleven (11) complaints.

(3)

FILE NO:	SECTOR	(a) NATURE OF COMPLAINT	(b) ACTION TAKEN BY THE TOURISM COMPLAINTS OFFICER
LS/10/8/1	Accommodation	The complainant joined a holiday vouchers plan with a distributor. The arrangement was that the complainant will make payment and in return will receive holiday vouchers. The complainant alleges that to date and after payment has been deducted, the complainant has not received vouchers.	Referred the complaint to the National Consumer Commission for investigation.
LS/10/8/2	SRI Project	This was not a Tourism Complaint	It was referred to the relevant unit within the Department.
LS/10/8/3	Service/ Transport	Complaint is about bad experiences and non-payment of refund to tourist	Referred to the Limpopo Tourism Agency for resolution
LS/10/8/4	Accommodation	Complaint is about unfair discrimination on the grounds of race over a tourist booking accommodation.	Engaged in mediation process to afford parties an opportunity to resolve the dispute by themselves.
LS/10/8/5	Accommodation	Complaint is about racial remarks over dispute about payment of extras at the hotel.	Mediation process took place and matter resolved.
LS/10/8/6	Accommodation	Complaint is about racial remarks over dispute about noise that happened contrary to hotel policy.	Mediation process took place, and complaint referred to the South African Human Rights Commission.
LS/10/8/7	Accommodation	Complaint is about a refund for payment meant for accommodation that never took place.	Engaged in a mediation process to afford parties an opportunity to resolve the dispute by themselves
LS/10/8/8	Accommodation	The complaint is about a double booking payment made into and a refund for the extra money paid.	Engaged in a mediation process to afford parties an opportunity to resolve the dispute by themselves
LS/10/8/9	Accommodation	The complaint is about failure to host an event as per agreement and a demand for 50% refund.	Notified the service provider about the complaint to enable mediation process to take place.
LS/10/8/10	Accommodation	The complaint is about the non-refund of the money paid for accommodation.	Engaged in mediation process to afford parties an opportunity to resolve the dispute by themselves

FILE NO:	SECTOR	(a) NATURE OF COMPLAINT	(b) ACTION TAKEN BY THE TOURISM COMPLAINTS OFFICER
LS/10/8/11	Accommodation	The complaint is about a hotel cancellation policy and racial discrimination.	Engaged in mediation process to afford parties an opportunity to resolve the dispute by themselves
LS/10/8/12	Accommodation	The complaint is about failure to cancel a subscription.	Engaged in mediation process to afford parties an opportunity to resolve the dispute by themselves.

(4) Tourism complaints can be lodged with the Tourism Complaints Officer by:

Telephone: (012) 444 6312;

Fax: (012) 444 7101

Sending an email to complaints@tourism.gov.za; or

Visiting the offices of the Department of Tourism located at Tourism House, 17 Trevenna Street, Sunnyside, Pretoria.