



REPUBLIC OF NAMIBIA

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## MINISTRY OF MINES AND ENERGY

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### COMPLAINT FORM

#### **Please read this first!!!**

The Ministry of Mines and Energy (MME) provides this informational page as a useful resource to inform you of our complaint process. To ensure that your complaint is dealt with properly, **please read** the following before completing and submitting a Complaint Form (**Points 1 – 3 to be completed in INK and BLOCK LETTERS**).

If your complaint relates to any directorate or staff member of MME, please send your complaint to the Permanent Secretary of MME.

#### **Filing a complaint**

If you have a complaint against any directorate or staff member, you should first try to resolve it directly by contacting the head of the directorate or the supervisor of the staff member. Dealing directly with the head of the directorate or the supervisor of the staff member is usually the fastest, simplest and most effective approach. We value our clients and will be responsive to your concerns. If for some reason you are unable to resolve the problem, you may wish to send your complaint to the Permanent Secretary.

#### **What we will do once you submit a complaint**

We will send you an acknowledgement letter that the complaint had been received. Your complaint will be reviewed and will be sent to the head of the directorate or the supervisor of the staff member. This will enable us to compile records in response to your complaint. If additional information is needed, we will contact you by telephone or in writing.

We will address the issues in your complaint and provide a written response to you upon completion of our internal review of the matter. We will attempt to resolve your complaint within 30 days. If we need additional time to resolve your complaint due to the complexity of the issues involved, we will send you a letter of explanation.

#### **What result can I expect?**

If our review of your complaint finds a violation of law or rule, we will inform you of the violation and the corrective action to be taken.



**3. Have you discussed the matter with a staff member?**

\_\_\_ Yes

\_\_\_ No

If yes, when? .....

Name of the staff member .....

What was the result? .....

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**PLEASE NOTE THAT MME MAY BE UNABLE TO ACT WHILE THERE IS PENDING LITIGATION**

**I verify, under penalty of Namibian laws, that everything contained in the abovementioned complaint is true and correct to the best of my knowledge and belief.**

\_\_\_\_\_  
**SIGNATURE OF COMPLAINANT**

\_\_\_\_\_ 20\_\_\_\_\_  
**DATE**

**PLEASE INCLUDE THE ORIGINAL COMPLETED COMPLAINT FORM, A COPY OF THE COMPLETED COMPLAINT FORM AND TWO COPIES OF ALL SUPPORTING DOCUMENTS.**