



SOUTH AFRICAN PEST CONTROL ASSOCIATION  
SUID-AFRIKAANSE PLAAGBEHEERVERENIGING

**SAPCA** (NPC)

## SAPCA Bulletin

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## DAFF COMPLAINTS PROCEDURE



The Department of Agriculture, Forestry & Fisheries is handling all complaints under Act 36 of 1947 regarding unregistered individuals applying pesticides as well as irregular actions or negligence when operators apply pesticides for reward. The DAFF Inspectors investigate and take action upon anyone contravening Act 36 of 1947 and its prescripts.

In order for Act 36 of 1947 Inspectors under DAFF to carry out a complete and thorough investigation which will end up with the correct result and possible prosecution, they require certain information.

### COMPLAINTS PROCEDURE:

1. The complaint should be sent to DAFF in writing via e-mail for Attention: Iris Mathebula at [IrisM@daff.gov.za](mailto:IrisM@daff.gov.za) or [SindileM@daff.gov.za](mailto:SindileM@daff.gov.za), Telephone numbers: 012 319 7174 / 7310
2. The complaint has to provide as much detail as possible such as:
  - a. Who is the transgressor, contact details if possible?
  - b. When and where did the incident occur?
  - c. Address of the incident?
  - d. Province / City / Town or Area of incident?
  - e. Type of complaint?
  - f. What Pesticides was used?
  - g. Supporting documentation and any additional information, comments or photos.



On receiving this detailed complaint, DAFF will be able to register it on their system and notify the relevant inspector to start his / her investigation. The complaint will be acknowledged and a case reference will be allocated.

Complaints are handled with high confidentiality and details of the complaint will not be revealed to any party unless the complainant gives permission. A complainant may lodge an anonymous complaint, but the complainant should avail his / her contact details for any further information required for investigation.