

## WHEN COMPLAINING YOU NEED TO

- Identify yourself
- Provide your full name, postal address, telephone and / or fax number
- Provide a clear description of your particular concerns or requirements
- Indicate what kind of response you would expect
- Keep a record of issue at stake and the name of the person who dealt with the issue, as well as the date and time of communication.

## IF THINGS GO WRONG

The Office will:

- Deal with complaints within 30 days
- Offer an apology
- Give an explanation
- Rectify the matter and try to avoid same mistakes happening in future.

## IF YOU WANT TO MAKE A SUGGESTION, COMMENT OR GET INFORMATION ON OUR SERVICES

You should consult us by mail, telephone or email, as follows:

The Labour Commissioner  
Office of the Labour Commissioner  
Private Bag 13367  
WINDHOEK  
OR  
Tel: +264 61 206 6800  
Fax: +264 61 212 334  
OR

Use the following email address:  
Labour Commissioner: Henri.Kassen@mol.gov.na

## ENQUIRIES ABOUT OUR SERVICES IN THE REGIONS

**Should be directed to the following  
telephone numbers and faxes:**

Otjiwarongo:	+264 67 303402 or 303742 +264 67 301053 (Fax)
Grootfontein:	+264 67 243043 or 243049 +264 67 242986(Fax)
Oshakati:	+264 65 224039 +264 65 224290(Fax)
Ondangwa:	+264 65 240270 +264 65 240723(Fax)
Swakopmund:	+264 64 403 678 +264 64 403761(Fax)
Walvisbay:	+264 64 205929 +264 64 206838(Fax)
Luderitz:	+264 63 202235 +264 63 203843(Fax)
Mariental:	+264 63 242368 +264 63 241177(Fax)
Keetmanshoop:	+264 63 223580 +264 63 222465(Fax)
Katima Mulilo:	+264 66 253304 +264 66 253328 (Fax)
Opuwo:	+264 65 273853 +264 65 273851 (Fax)
Rundu:	+264 66 255945 +264 66 256331(Fax)
Tsumeb:	+264 67 220075 +264 67 220070 (Fax)
Outapi:	+264 65 250900 +264 65 250901 (Fax)
Gobabis:	+264 62 563407 +264 62 562678 (Fax)



MINISTRY OF LABOUR,  
INDUSTRIAL RELATIONS AND  
EMPLOYMENT CREATION

## CUSTOMER SERVICE CHARTER



### OFFICE OF THE LABOUR COMMISSIONER

Indicate core mandate of your  
Directorate/Division/Subdivision/ Section

The Labour Commissioner's Office is mandated to resolve labour disputes through alternative dispute resolution processes, namely conciliation and arbitration. The Office further manages collective labour relations through registration of industrial organizations as well as monitoring industrial actions and reporting on collective termination of employment. This mandate is rooted in the ministerial strategic objective to ensure effective regulatory framework and compliance.



## THIS CHARTER

- Sets the standards of service that customers must expect from the Office and its staff members.
- Reflects and demonstrates the Office's commitments to deliver and discharge a high standard of service to its customers.
- Determines how, when and where customers may obtain relevant information needed.
- Informs customers how, when and where they can make suggestions and or get feedback.

## OUR COMMITMENT TO YOU

*The Office will improve and maintain a high degree of quality service by being effective and efficient in service provision. In carrying out its duties, it strives to achieve:*

*Professionalism*

*Integrity*

*Harmonious and mutual beneficial labour relationship*

*Courtesy*

*Helpfulness*

*Impartiality*

*Confidentiality and consultation*

*Accountability and openness*

*Non-discrimination*

## OUR CUSTOMERS

Retrenchment requirements should be adhered to.

This Office should be notified within 48 hours prior to strike or lockout.

To honour meetings invitations, and Co-operate with the officials of this Office.

Co-operate with the officials of this Office.

Stakeholders should:-

- Comply with statutory and procedural requirements.
- Ensure that their information to the Office is correct and factual.
- Play their meaningful and contributory role in enhancing industrial relations.
- Consult or seek advice if something is not clear.

## OFFICE STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

*The Office will carry out its duties in accordance with the provisions of the Labour Act.*

*The Office will always respect and explain your rights to you and apply the law in an equal and fair manner.*

### **If you write to us:**

- All written inquiries will be handled within 14 working days on all normal issues.
- Should an inquiry not be attended to within 14 working days customers will be informed of the reasons in writing and/or by telephone, when to expect a reply.

### **If you telephone us:**

- We will answer within the shortest possible time;
- All inquiries will be attended to promptly, and where possible in the language which you understands better;
- Our response will be sincere;
- Where we cannot answer your complaint immediately, we will inform you when you can expect a reply.

### **If you visit us:**

- We will see you within the shortest possible time;
- We will answer your questions immediately, but if we cannot, we will let you know why not, and when you can expect an answer from us;
- Settlement Agreements on conciliation will be issued within 14 working days;
- Arbitration award will be issued within 30 days;
- Should an inquiry need to be referred- you will be informed accordingly;
- All attempts will be made to resolve any reported labour dispute within 30 days.

## YOUR VIEW COUNTS

The Office strive to render a service that will meet your needs and it therefore needs to know your views on the quality of the service it provides in comparison to what you expect from us.

If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.

The Office is continuously trying to improve its service standards and will consider your views when reviewing the quality of our service.