



Query escalation process

Customers have the right to escalate their billing query if:

- It is older than 30 days;
- Has a reference number older than 30 days;
- Escalate query to the operations manager who has 15 days to resolve query;
- If still no response after the query has been escalated to operations manager, escalate to Assistant Director who has 15 days to resolve;
- If not resolved, escalate to Deputy director who has 15 days to resolve;
- If not resolved, next step is billing director who has 15 days to resolve;
- If a customer is still unhappy with the resolution they received from the City, they can contact the City's Ombudsman. Complaints must be in writing and signed by the complainant. A complaint form can be downloaded from www.joburgombudsman.org.za.

Each queried account must have the following:

- Account number;
- Reference number;
- Account holder's name and surname;
- Contact details;
- Stand number;
- Area;
- Summary of complaint.

Query resolution process:

- Query has to be logged with valid reference number;
- Relevant information or documentation provided;
- Query then routed to resolution team for investigation;
- Analysis is done and where needed site visits are conducted;
- Based on findings, account is finalized and outcome is send to customer



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