



PUBLIC SERVICE COMMISSION



Division: Grievances, Complaints and Appeals

The Division Grievances, Complaints and Appeals is headed by a Deputy Director and is responsible for ensuring that the provisions of all Public Service legal frameworks and the Public Service Staff Rules are complied with at all times

As such, the prescribed procedures for grievances/complaints to PSC as stipulated in PSSR.J/I/II and PSC Circular No. 04 of 2019 are viz:

1. First exhaust the internal avenue by lodging a complaint to the concerned Executive Director (ED) or Chief Regional Officer (CRO);
2. Make at least three (3), monthly interval follow ups with the ED or CRO when no response received before approaching the PSC;

3. When approaching PSC the following must be noted:

- Complaint to PSC must be of the same contents as the one to ED or CRO;
 - All copies of correspondences with Executive Director or Chief Regional Officer must be attached;
 - Personal details of the complainant;
 - Failure to comply with the above requirements, the complaint is referred back to the complainant to follow the laid procedures;
4. Complaint lodged with complete pack, responded within three (3) months;
5. Complainant not satisfied with the PSC's response, appeal to other avenues of choice.

FEEDBACK/COMMENTS/COMPLAINTS:

For any suggestions, want more information, not satisfied with the standard of service we render or wish to comment about anything we have mentioned, contact our office at:


Deputy Executive Director
Department Public Service Commission Secretariat
P.O. Box 1117, Windhoek
Tel: +264 61 287 3172
Email: PSCCommunications@opm.gov.na

YOUR VIEWS AND OPINIONS MATTERS:

Log on to : www.psc.gov.na
and talk to us through the feedback button

 Public Service Commission

 Public Service Commission-Namibia

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