



## **A MESSAGE ABOUT OPENING CASES AT SAPS – KNOW YOUR RIGHTS**

### **PUBLIC ANNOUNCEMENT FROM SAPS**

In light of the apparent occurrences of difficulty in registering cases with the police all members and citizens should be aware of the following National instruction with regards to SAPS members opening cases or registering a criminal offense

Refusal by SAPS members in assisting complainants to open criminal dockets in terms of SAPS NATIONAL INSTRUCTION 3 OF 2011

Know your rights as a complainant.

1. It has been reported that members stationed at various police stations are refusing to open cases involving women and children due to the following reasons:

- 1.1 The complainant cannot identify the suspect by name.
- 1.2 The complainant did not bring the suspect to the police station.
- 1.3 The crime did not happen within the station's boundary
- 1.4 The member who is attending to the complainant does not think that is serious enough.
- 1.5 Complainants are told to resolve the issue with the suspect.

THIS IS UNACCEPTABLE

3. National instruction 3 of 2011 regulates opening and registering of case dockets.

3.1 Section 1 of the National Instruction; a member who receives the complaint must interview the complainant in order to see if the complaint meets the requirement for that specific crime.

3.2 According to Section 2, Complainants must never be referred to another police station even if the crime was committed in another police station area.

4. (CSC) Community Service Center is responsible for ensuring that:

4.1 Complainants or reporters of crime , whether the crime was committed in his/her station area or in the station area of another police station, are treated courteously and that a comprehensive affidavit is taken from the complainant or reporter of the crime.

4.2 Complainants or reporters of crime are not referred to another station to lodge complaints of crime

4.3 All complaints and reports made by the public receive immediate attention.

5. Cluster commanders and Station Commander's must ensure that all members who do not comply with National instruction 3 of 2011 are subjected to disciplinary steps.

If a SAPS member refuses to open your case, please refer to the CPF Sector 1 at [woodstockcpfsec1@gmail.com](mailto:woodstockcpfsec1@gmail.com)

or

#SAPS National complaints center:

Tell: 080033177 or 0860264487