

WE MEAN BUSINESS

BILL OF RIGHTS



The City of Cape Town is committed to providing businesses with excellent customer service and enhancing the doing business environment.

As a business owner, you have the right to:

Professionalism: Engage with City officials who are appropriately dressed and clearly identified.

Fair Treatment: Be treated fairly, courteously, and professionally by City officials when requesting a service.

Clear Information: Receive clear information on the types of services provided, expected service completion times, and the cost of all related fees.

Knowledgeable Assistance: Engage with knowledgeable City officials who enforce City regulations uniformly and competently.

Language Access: Access information and services in the official languages of the Western Cape (English, Xhosa, and Afrikaans) and request interpreting services in these languages for inspections via the relevant City official.

Due Process: Contest any infringement through a hearing, appeal, or other relevant processes.

Prompt Reviews: Request a timely review of inspection results or a re-inspection.

Detailed Explanations: Receive an explanation from City officials, if requested, regarding infringement details and instructions for viewing inspection results.

Safe Complaints: Submit complaints about the performance or conduct of City officials without fear of retribution. Contact the Ombudsman at 021 400 5487 or email: ombudsdirect@capetown.gov.za.

Report Fraud: Report any instances of fraud via the fraud hotline at 0800 32 31 30.



Email your business enquiries to:
Business.support@capetown.gov.za
or call us at: 021 417 4043 (8:00 – 16:00).



Submit your red tape issues on:
<https://www.capetown.gov.za/RedTape>



CITY OF CAPE TOWN
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Making progress possible. Together.