

SOUTH AFRICAN



*CIVIL AVIATION
AUTHORITY*

NOTICE TO INDUSTRY REGARDING LODGING OF COMPLAINTS

AVIATION SAFETY OPERATIONS

The Aviation Safety Operations Division is one of the biggest clients facing divisions within the SACAA. In a quest to simplify client query management in this Division and ensure a speedy closure of transactions, the SACAA has established a special Team to manage and track client queries that have exceeded the service level standards timelines, with a view to chasing these queries until completion in the shortest possible time. This Team comprises personnel that are fully empowered and wholly dedicated to speedily address any holdups, and it reports directly to the Executive: Aviation Safety Operations.

Currently, clients are required to use the following email addresses:

- a) For General enquiries – clientcare@caa.co.za
- b) For all licence applications (pilots, cabin crew and flight engineers) – aircrewapplications@caa.co.za
- c) For Recreational aviation applications – updates@caa.co.za
- d) For Air Traffic Services and Aircraft Maintenance Engineers – ame-atsapplications@caa.co.za

However, when it comes to outstanding transactions, certificate holders have been working through the organisations that they are affiliated to, while simultaneously engaging the SACAA. Such a practice has led to duplicity, if not multiplicity of inputs, thereby causing confusion. In order to resolve this inconsistency, clients are requested to adhere to the following procedure:

Henceforth, for any outstanding transactions (as listed below ***) within the Aviation Safety Operations Division, clients are requested to send in their complaints and enquiries directly to clientcare@caa.co.za with the subject line reading – ATTENTION: ASO TASK TEAM.

*** These transactions could be in any of the following areas:

1. Personnel Licensing
2. Flight Simulation Training Devices
3. Aviation Training Organisations
4. Examinations
5. Airworthiness Certificates
6. Aircraft Registration
7. Authority To Fly
8. Aircraft Mortgages
9. IDERA
10. Aircraft Maintenance Organisation Applications (Initial and Renewal)
11. Design Organisation Applications (Initial & Renewal)
12. Manufacturing Organisations (Initial & Renewal)
13. Air Operator Certificates
14. RPAS Operators
15. Aviation Recreational Organisations
16. Special Flight Permits

[Please note that matters that are of a “policy” or “regulation” or “directive” nature would, however, continue to be taken up through the relevant affiliate body, which in turn will present them to the SACAA. Clients may also escalate their complaints or enquiries to such bodies, should the ASO Task Team fail to address them.]

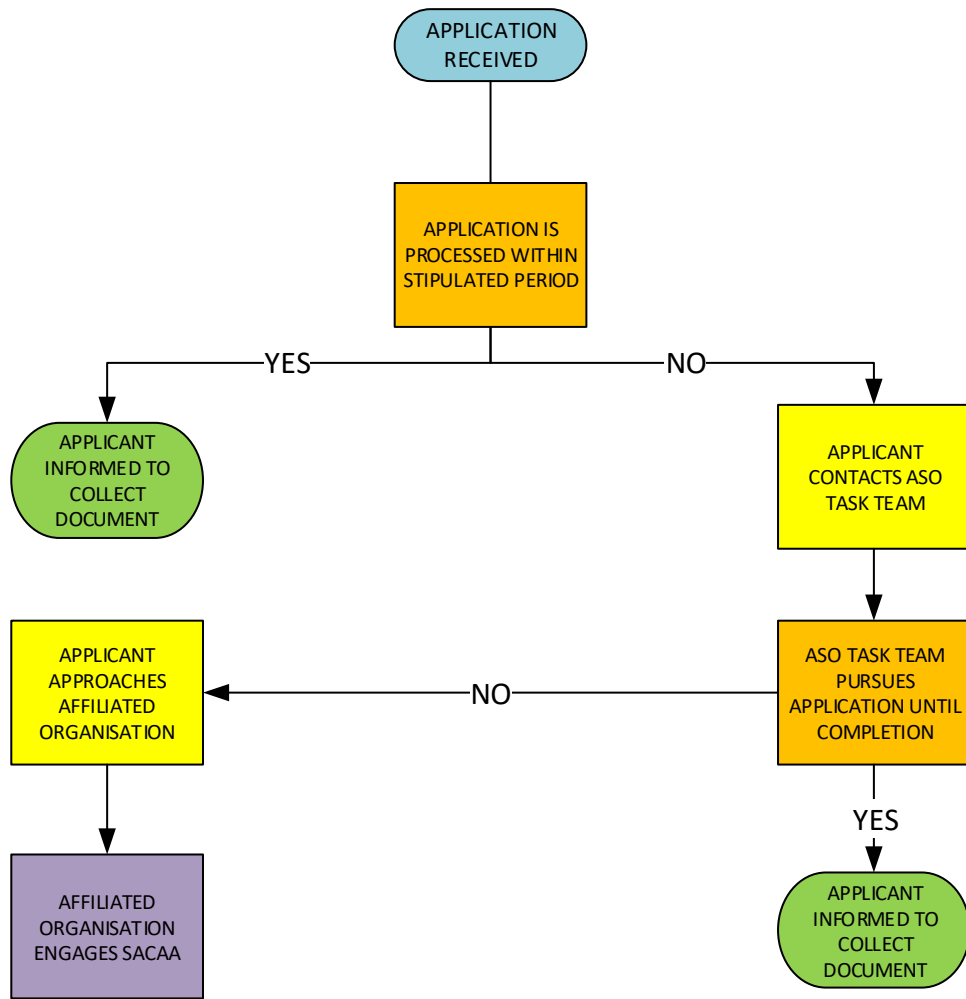
The simple flow diagram placed as Appendix, summarises the crux of this Notice.

This procedure comes into force with immediate effect.


Simon Segwabe
Executive: Aviation Safety Operations

18 November 2020

Appendix to
Notice to Industry Regarding Lodging of Complaints
Dated 12 November 2020



END