

## NOTICE TO INDUSTRY REGARDING LODGING OF COMPLAINTS

### AVIATION SAFETY OPERATIONS

The Aviation Safety Operations Division is one of the biggest client-facing divisions within the SACAA. In a quest to simplify client query management in this Division and to 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 addressing 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](mailto:clientcare@caa.co.za)
- b) For all Licence applications (pilots, cabin crew and flight engineers) – [aircrewapplications@caa.co.za](mailto:aircrewapplications@caa.co.za)
- c) For Recreational aviation applications – [updates@caa.co.za](mailto:updates@caa.co.za)
- d) For Air Traffic Services and Aircraft Maintenance Engineers – [ame-atsapplications@caa.co.za](mailto: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 to send in their complaints and enquiries directly to [clientcare@caa.co.za](mailto:clientcare@caa.co.za) with the subject line reading – ATTENTION: ASO TASK TEAM.

***[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 such matters to the SACAA.]***

\*\*\* 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

This procedure comes into force with immediate effect.

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