



SOUTH AFRICAN COUNCIL FOR SOCIAL SERVICE PROFESSIONS

GENERAL NOTICE 14 of 2020

REF: 7/5/3

28 October 2020

NOTICE TO:

1. All registered social workers, social auxiliary workers, student social workers, social auxiliary work learners, child and youth care workers, auxiliary child and youth care workers and student child and youth care workers;
2. Employers of social service practitioners ; and
3. Higher education and training institutions

REQUEST TO USE PROPER CHANNELS TO RAISE QUERIES

1. Social service practitioners are requested to direct email correspondence and telephone calls regarding general registration enquiries to the following designated addresses and not to the Registrar.
 - 1.1 **Registration related enquiries** (new applications, fees payable, registration certificates, restoration, change of particulars and status report):
Email: registrationsmanager@sacssp.co.za
Telephone: 012 356 8316
 - 1.2 **Finance enquiries** (receipts, proof of payment, invoices and statements):
Email: elvis@sacssp.co.za or regtemp1@sacssp.co.za
Telephone: 012 356 8345 or 012 8346
Finance division manager if you want to escalate an enquiry: finance@sacssp.co.za
 - 1.3 **CPD or any education and training related enquiries:**
Email: cpd@sacssp.co.za
Telephone: 012 356 8317
ETD division manager if you want to escalate an enquiry: etdmanager@sacssp.co.za
 - 1.4 **Professional conduct** related enquiries:
Email: profconmanager@sacssp.co.za
Telephone: 012 356 8315
2. Emails, WhatsApp messages, Sms', and telephone calls to the Registrar result in unnecessary bottlenecks and cause the Registrar not to attend to critical and strategic matters in a timely manner. Practitioners run the risk of their general emails not being responded to on time.
3. Social service practitioners are welcome to contact the Registrar if they have exhausted all available avenues, which include the escalation of the matter to the divisional manager, (e.g. there is no response, acknowledgement or progress). In such cases please:
 - 3.1 Indicate in the heading (subject line) the nature of the query
 - 3.2 Briefly explain the query and the matter you wish to bring to the attention of the Registrar.

Private Bag X12, Gezina, Pretoria 0031 37 Annie Botha Ave, Riviera, Pretoria

(012) 356 8301/02/03/04/05

www.sacssp.co.za

mail@sacssp.co.za

NON NOBIS – Not for Ourselves

- 3.3 An indication with proof of whom (name) you have engaged with at Council's office who attended or failed to attend to your query, including dates and times
- 3.4 Include all relevant supporting documents, include the whole trail of email or other correspondence.
- 3.5 Always include your SACSSP registration number (or if not registered yet, your ID number).
4. Cooperation in this regard by all social service practitioners will assist the Registrar to prioritise queries in a professional and accountable manner.
5. Please be assured of the Council's commitment to ensure that every social service practitioner receives a timely and professional response.

ISSUED BY: REGISTRAR, Ms Langi LC Malamba