

# FACT SHEET



## ROLE OF THE CSPS

The Civilian Secretariat for Police Service has the responsibility to monitor implementation and compliance by the police with its responsibilities as required by the Domestic Violence Act. In monitoring compliance and implementation of the DVA, the CSPS regularly conduct police stations visits to assess if the police stations are administering the DVA as they should.

Furthermore, the CSPS has the responsibility to recommend that disciplinary steps be taken by SAPS management against any member who has fails to comply with the obligations as set out in the DVA and SAPS National Instructions. The department, thus, receives complaints from members of the public who are not happy with how their domestic violence cases were handled by the police.

### HOW SHOULD POLICE RESPOND TO REPORTED INCIDENTS OF DOMESTIC VIOLENCE

The police should adhere to the following responsibilities when assisting a victim of domestic violence:

- Locate the complainant and take reasonable steps to ensure that she/he is protected from danger
- Inform the victim of his/her rights and available remedies.
- Obtain the statement of the complainant in a private and secure environment and not in full view of the public
- If a complainant wants to lay a criminal charge, the SAPS member must open a docket and register it. The member may not refuse to do so
- The complainant must be informed of how to apply for a protection order should he/she wishes do to so
- On receipt of an Interim or Final Protection Order, the member must serve it without delay and record this accordingly
- The police may arrest the respondent on contravention of the protection order when it is believed that it may cause harm to the complainant
- If there were any firearms or dangerous weapons used, these must be seized and be retained in police custody. If the re-spondent has a firearm, even if it is not used during the incident, the complainant can obtain a court order for its removal should they fear that it may be used to harm them.

### CONCLUSION

The CSPS and the SAPS are committed to ensuring that victims of domestic violence and other gender based violence related crimes receive the best quality of service and response from police stations.

### CIVILIAN SECRETARIAT FOR POLICE SERVICE

Physical Address: Fedsure Forum Building, Floor 2, 268 Lilian Ngoyi Street, Pretoria ,0002

TEL: 012 493 1400

WEB: [www.policesecretariat.gov.za](http://www.policesecretariat.gov.za)

EMAIL: [Complaints@csp.gov.za](mailto:Complaints@csp.gov.za) / [DV.Complaints@csp.gov.za](mailto:DV.Complaints@csp.gov.za)



**civilian secretariat  
for police service**

Department:  
Civilian Secretariat for Police Service  
REPUBLIC OF SOUTH AFRICA

