



Kensington Residents and Ratepayers Association
64 Highlands Road
Kensington
Johannesburg
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<https://krra.org.za/>

Information Flyer 1:

How to lodge a complaint with the Gauteng Liquor Board against *LICENSED* premises

This will protect the residential character of the neighbourhood

The KRRA is gravely concerned about the proliferation of liquor outlets in Kensington and surrounding areas.

We urge residents, businesses, schools, religious organisations and other stakeholders to lodge formal complaints with the Gauteng Liquor Board where there is a lack of compliance of licensed businesses with the Gauteng Liquor Act of 2013 (Department of Economic Development) and the Gauteng Liquor Regulations 2013 administered by the Gauteng Liquor Board.

Who may lodge a complaint?

- A resident or any concerned party may submit a complaint.
- Your complaint may be confidential. If you do decide to supply your personal details, it will remain confidential.

Nature of the complaint

There are different types of liquor licenses that can be issued for consumption of liquor on the premises such as restaurants, pubs, clubs, and taverns and for the consumption of liquor off the premises such as a liquor store.

The nature of the complaint could be:

- Disorderly behaviour e.g. street fighting; damage to property, obstruction of the free flow of traffic.
- Excessive noise e.g. loud music that is disturbing to residents or other businesses.
- Sale of liquor to obviously intoxicated persons.
- Sales beyond trading hours. For Example, restaurants may only trade between 10:00 and 2:00; liquor stores between 8:00 and 20:00 and 9:00 and 15:00 on Sundays; pubs between 10:00 and 2:00.
- Lack of provision for parking.
- Obstructing parking in residential areas or parking in premises of other businesses.
- Sale of liquor to minors
- Suspected drug activities
- Other (this must be concrete and specific e.g. gun shots fired; customers carrying fire arms on the premises which may be a danger to customers and the public etc.).

How to lodge a complaint

- **You will need to complete Form 19 (see attached format) or write a letter providing the above information.**
- Provide information on the trading name of the business and its address.
- Provide information on the date and time of the incident. If you have supporting evidence e.g. videos, photographs etc., you may submit this.
- If you have complained to a law enforcement agency before, provide the relevant information e.g. reference number and date. Sign the document and include the date.
- Submit to the Gauteng Liquor Board/Inspectorate and to the KRRRA (see link).
- Obtain acknowledgement of receipt of your submission of complaint.

Contact details:

Gauteng Liquor Board/Inspectorate

Liquor Licensing - Johannesburg Regional Office

Matlotlo house, 4nd floor, 124 Main Street, Johannesburg

Tel.: 011-085-2245 or 011-0852265

Email: sibongile.gambu@gauteng.gov.za.

For Gauteng Liquor Board Query Management

You may email your complaints or hand deliver to the above address.