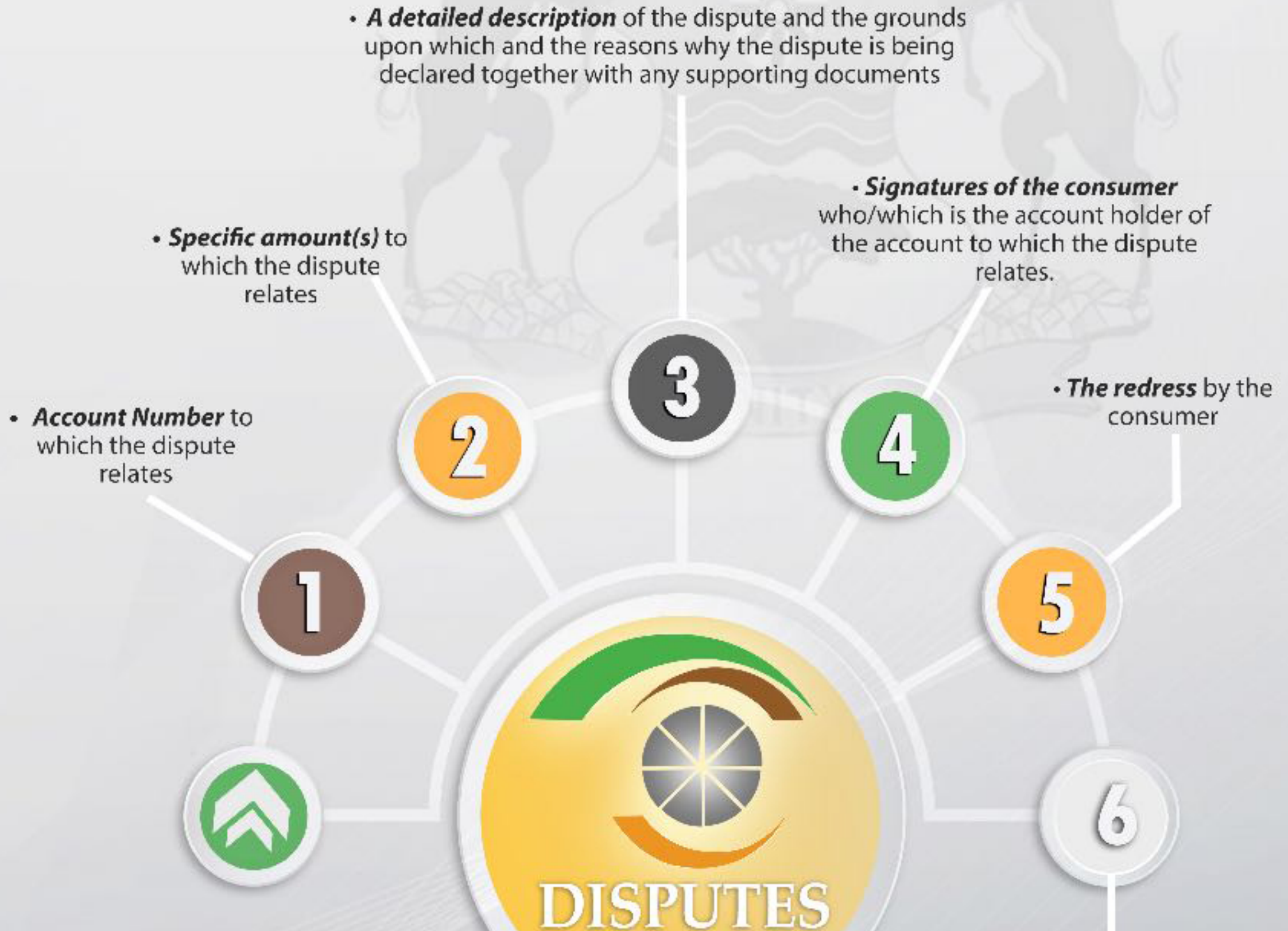




**The Rustenburg Local Municipality (RLM)** has a dispute office where all the disputes will be resolved. ALL the disputes should ONLY be directed or send to the Office of the Municipal Manager.

## Procedures to follow when lodging the dispute

Customers are to dispute in writing to the Office of the Municipal Manager stating the following:



**NB: Consumers are advised to NOT submit disputes to any other office to avoid the unnecessary delays.**

**Written disputes must be submitted to the Office of the Municipal Manager**

The Office of the Municipal Manager will respond back to the consumer within 21 days

**The Dispute Officer** can be found at Office 23, Ground Floor  
**Missionary Mpheni House/Rustenburg Municipality**  
Contact Details: **014 590 3235**