



**WESTERN CAPE
LIQUOR AUTHORITY**

WESTERN CAPE LIQUOR AUTHORITY

**PROMOTION OF ACCESS TO INFORMATION MANUAL,
COMPILED IN TERMS OF SECTION 14 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT, 2000 FOR THE
WESTERN CAPE LIQUOR AUTHORITY**

WESTERN CAPE LIQUOR AUTHORITY

ACCESS TO INFORMATION POLICY

CONTROL PAGE

NAME: ACCESS TO INFORMATION POLICY

APPLICABLE: ALL STAFF

Signed off

Name

CHIEF EXECUTIVE OFFICER:

 Date: 13/02/2017

Name

APPROVED BY GOVERNING BOARD

Resolution number:

2016/04 - 06

Date:

28/04/2016

FIRST AMENDMENT

Resolution number:

2020/04 - 15

Date:

7/4/2020

SECOND AMENDMENT

Resolution number: _____

Date: _____

THIRD AMENDMENT

Resolution number: _____

Date: _____

FOURTH AMENDMENT

Resolution number: _____

Date: _____

FIFTH AMENDMENT

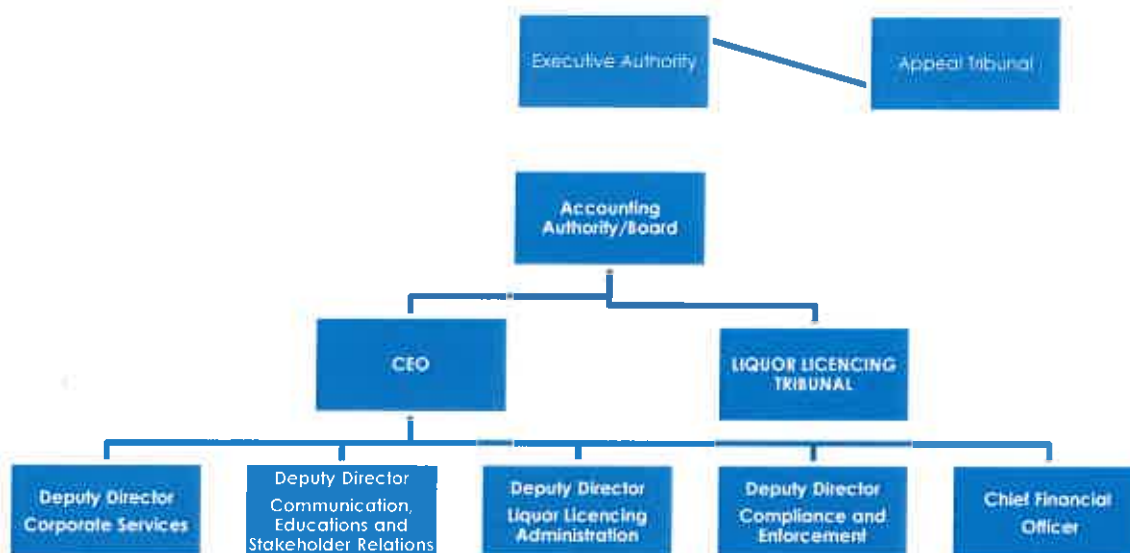
Resolution number: _____

Date: _____

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1. STRUCTURE OF THE WESTERN CAPE LIQUOR AUTHORITY (WCLA)



2. FUNCTIONS OF THE WESTERN CAPE LIQUOR AUTHORITY

GOVERNING BOARD

Purpose

The Board—

- (a) has the powers and functions conferred or imposed on it by the Western Cape Liquor Act, 2008 (Act) ;
- (b) must manage the business of the WCLA;
- (c) may exercise the powers and must perform the duties conferred or imposed on the WCLA by the Act or any other law, excluding powers or duties conferred or imposed specifically on the Liquor Licensing Tribunal (LLT); and
- (d) may appoint committees consisting of members of the Board.

The Board appoints

- (a) a suitably qualified and experienced person as Chief Executive Officer (CEO) for the purpose of assisting the WCLA in the performance of all financial and administrative responsibilities of the WCLA, the LLT and the Appeal Tribunal, and who is in respect thereof accountable to the Board;
- (b) a secretary of the LLT , who will be responsible for—
 - (i) the preparation of agendas;
 - (ii) the recording of proceedings;
 - (iii) the keeping of minutes of the LLT ; and
 - (iv) such other duties as the Presiding Officer may determine; and

- (c) such other employees as may be necessary to enable the WCLA and the Appeal Tribunal to perform their functions.

LIQUOR LICENCING TRIBUNAL

Purpose

This component is tasked with the responsibility of adjudicating liquor licence applications.

Description

The LLT has been established to consider and make a final decision regarding:

- Any application for a licence referred to in section 33(1) of the Act;
- Any application for the transfer of a licence in terms of section 65(9) of the Act;
- Representations for or against the granting of applications;
- Any report lodged with it by a designated liquor officer, an inspector or a municipal official;
- Any complaint lodged with it regarding the conduct of a licenced business;
- Representations by a licence or other interested person regarding the rescission of the suspension of a licence or the removal or amendment of any condition imposed upon a licence; or
- Any other matter referred to it by the CEO or which it may or must consider in terms of the Act.
- Any matter referred to it by the Appeal Tribunal in terms of S68(5) of the Act.

Situational analysis

The LLT is made up as follows:

- 1 Presiding Officer
- 3 Deputy Presiding Officers
- 1 South African Police Service (SAPS) representative
- 1 South African Local Government Association representative
- 2 Representatives from the broader public
- 4 Substitute Members to act as members of the LLT

These members are responsible for performing all powers and functions as provided for in terms of section 20 of the Act which include the following:

- Consideration of all liquor licence applications lodged with the WCLA; and
- Conduct application and inspectorate hearings

LIQUOR LICENCE ADMINISTRATION

Purpose

The purpose of the Liquor Licencing Administration (LLA) component is to administer all liquor licence applications in the Western Cape for consideration by the LLT.

Description

To provide an administrative support function to the LLT and to accept and process all liquor licence applications for consideration by the LLT.

Situational analysis

This component is structured according to the following functions:

Reception

The reception function is responsible for the receipt and electronic capturing of all newly lodged liquor licence applications. This unit also has the task of attending to all walk in clients who report to the reception desk and serves as the main point of receipt for all incoming correspondence (via hard copy when hand delivered as well as via a centralized email account).

Processing (processing of applications)

The processing function is responsible for the processing of all newly lodged liquor licence applications once received from the reception unit. This unit is comprised of various administrators, each tasked with the function of processing a specific type of application (section 36, secondary, minor and special event and temporary applications) from date of lodgement up until the application is considered by the LLT or Presiding Officer. The administrators must also follow up on any outstanding documentation according to a specified checklist, draft correspondence to applicants and operate according to a specific standard operating procedure. This function is also responsible for issuing renewal notices to all valid liquor licence holders.

Issuing (issuing of licences and certificates)

The issuing function is responsible for the issuing of all notices, licences and certificates for all applications which have been approved by the LLT or Presiding Officer. This function is comprised of two administrators who perform the above mentioned tasks including following up on any outstanding documentation before the licence or certificate can be issued and also operate according to a standard operating procedure.

LLT Support

Various support functions are also provided to the LLT by means of the LLT Secretariat as well as one office administrator. The functions performed by these staff members include, but are not limited to the following:

- developing case rolls for the consideration of applications;
- drafting of minutes from LLT sittings;
- scheduling of applications and inspectorate hearings;
- providing updated licence conditions for the issuing of licences and certificates; and
- logistical arrangements and recordings of hearings and all other ancillary matters pertaining to the LLT.

Inter-component Support

The LLA component provides a support function to both the Compliance and Enforcement and Communication, Education and Stakeholder Relation components. This support includes the following:

- providing status updates on pending liquor licence applications;
- providing updates on the validity status of licences;
- providing information on the type of licence and the conditions attached thereto;
- providing information on the latest approved plans for licenced premises;

- providing information on prospective licence holders that require section 45 training, and
- providing information on changes in conditions and approach of LLT for training purposes

COMMUNICATION EDUCATION AND STAKEHOLDER RELATIONS

Purpose

The purpose of this component is to provide a communication, marketing, education and awareness service for and on behalf of the WCLA.

Description

The Communication, Education and Stakeholder Relations component will inform the industry and stakeholders by active, efficient and effective communication. Actions will include, but are not limited to, an up to date website, workshops with industry specific stakeholders, information sessions with stakeholders, on-going electronic communication with the major players in the industry and other specific interventions.

Situational analysis

This component is structured according to the following functions:

Education

Education sessions across the Western Cape are held with all liquor licence holders to educate them regarding the Act, liquor regulations, as well as other liquor related matters. Formal presentations are conducted while training manuals and application handbooks form part of the promotional material that are distributed during these sessions. Awareness are also created regarding responsible trading as well as the social harms of liquor abuse.

Further to the aforementioned education sessions are also held with police community forums and neighbourhood watches. These sessions provide clarity to these groups regarding liquor regulations and particularly the role they play regarding the application processes, but also address the larger compliance issues for liquor license premises.

Awareness

Awareness sessions regarding the irresponsible use of and trade in liquor are held with communities and schools by using industrial theatre. These platforms are also used to educate communities on the liquor licensing application process and what role they play in this process. The WCLA also uses other media e.g. radio, printed media, on-line platforms and television to create awareness regarding the aforementioned.

The WCLA further hosts liquor conferences where relevant role players within the liquor industry participate in engaging with liquor licence holders regarding liquor regulation and other liquor related matters. These platforms are also used to provide an opportunity for liquor licence holders to raise specific issues pertaining to challenges they face as licence holders.

Training

Training sessions are held for all prospective liquor licence holders and/ or their managers. Training is also scheduled with industry on request.

Enquiries desk

Currently the WCLA also has an in-house enquiries desk function that services telephonic enquiries, e-mail enquiries and walk-in enquiries.

Stakeholder Relations

This component engages with National, Provincial and Local Government regarding liquor regulation and liquor related matters. Further, this component also engages with key industry players on matters pertaining to liquor regulation. This component also facilitates, on a biannual basis, a stakeholder meeting between the LLT and liquor representatives which affords them the opportunity to clarify matters with the LLT directly.

Internal and external communication

An internal and external service is also provided to internal staff members via a newsletter and internal circulars while regular communication to the liquor industry takes place in the form of circulars, newspaper adverts, radio interviews and debates and an up to date website.

Website content development and maintenance

The content development and maintenance of the WCLA's website also resides with this component.

Press and media

All media/ press (radio, television and printed) enquiries and releases are handled via this component.

COMPLIANCE AND ENFORCEMENT

Purpose

The purpose of this component is to monitor and enforce compliance with all applicable liquor legislation within the Western Cape.

Description

The Compliance and Enforcement component will monitor and enforce compliance with the provisions of the Act and other applicable legislation by conducting pre-licensing inspections, routine compliance inspections, the investigation of complaints against non-compliant liquor licensed premises, appearance of non-compliant licensees before inspectors, the issuing of compliance notices, the issuing of written notices to appear in court (admission of guilt fines), integrated enforcement operations, and the prosecution of non-compliant licence holders before the Tribunal and the referral of criminal matters to the criminal justice system.

Situational analysis

This component is structured according to the following functions:

Routine compliance inspections

This function entails conducting random inspections at licenced liquor premises to monitor compliance with the provisions of the applicable legislation and licenced conditions.

Pre-licensing inspections

Pre-licensing inspections are conducted on request from the LLT in respect of applications being considered. The inspector drafts a report that will assist the LLT to make a more informed decision.

Issue compliance notices

Inspectors may issue a compliance notice to licence holders in the event that non-compliance is identified during an inspection. A compliance notice informs the licence holder of the nature of the non-compliance and how and by when to remedy the non-compliance. The issuing of a fine is done in terms of the Criminal Procedure Act (51 of 1977), for committing an offence as defined in the aforesaid Act. The licence holder has the option to either pay the admission of guilt fine or appear in court.

Integrated enforcement operations

Integrated enforcement operations refers to joint inspections and search and seizure operations with relevant stakeholders at targeted premises or areas with a high rate of non-compliance or liquor related crime. These stakeholders include but are not limited to the SAPS, Municipal Law Enforcement, Immigration, Agriculture, South African Revenue Service and National and other Provincial Liquor Authorities.

Investigation of complaints

The WCLA receives complaints against licence liquor premises pertaining to various non-compliance issues. These complaints are then investigated by inspectors to establish whether the non-compliance took place and the appropriate manner to address the non-compliance. Complaints regarding the illegal trading in liquor are also received, but currently referred to the SAPS for investigation.

Appearance before an inspector

In the event of material non-compliance inspectors may order any licence holder or his employee to appear before him/ her at a time and place to answer questions regarding a matter that is under investigation.

Prosecution for breaches of the Act and / or licence conditions

In the event of serious non-compliance inspectors may refer any matter to the LLT to impose an appropriate sanction. After having obtained all the relevant evidence the WCLA's case is presented by the WCLA's prosecutor and the licence holder is entitled to legal representation. Inspectors are also required to testify in the hearing on behalf of the WCLA. If found guilty during a LLT hearing the following sanctions may be imposed:

- Fine
- Suspend licence
- Amend or impose new licence conditions
- Revoke licence

Issuing written notices to appear in court (Admission of Guilt Fines) and referral of criminal matters to the criminal justice system.

An admission of guilt fine is issued by means of the issuing of written notice to appear in court in terms of the Criminal Procedure Act (51 of 1977), for committing a criminal offence as defined in the aforesaid Act. The licence holder has the option to either pay the admission of guilt fine at court or appear in court. Inspectors have to track progress of the case until the

admission of guilt fine is paid or the case is finalized in court. Inspectors are also required to testify in court.

OFFICE OF THE CHIEF FINANCIAL OFFICER

Purpose

Provide strategic and effective integrated financial services and supply chain management systems to the Governing Board and WCLA.

Description

The Office of the CFO component provides strategic financial and supply chain management support to the components of the WCLA to ensure that the WCLA achieves its deliverables. This component strives to ensure compliance with all relevant rules and legislations that govern public sector financial management.

Situational analysis

Financial Management

This function is spread across five competencies.

The Management Accounting function is responsible for the compilation of annual and adjusted budgets, quarterly and annual performance reports, and the monitoring and control of expenditure.

The Financial Accounting function is responsible for maintaining an effective payments system, for compiling the annual financial statements and maintaining the ledger accounts of the WCLA.

The Supply Chain Management function (SCM) is responsible for providing and developing the SCM policies and procedures, maintaining and safeguarding assets and providing administrative support in respect of the acquisition of goods and services.

The Internal Control function must ensure that effective internal control measures are in place throughout the WCLA, particularly in high-risk areas and also ensure the prevention of adverse internal and external audits.

Effective governance in the public sector encourages better decision making and the efficient use of resources and strengthens accountability for the stewardship of those resources. Effective governance is characterized by robust scrutiny, which provides important pressures for improving public sector performance and tackling corruption. Effective governance can improve management, leading to more effective implementation of the chosen interventions, better service delivery, and, ultimately, better outcomes. People's lives are thereby improved.

CORPORATE SERVICES

Purpose

Provide strategic direction and ensure quality strategic and operational support services to the Governing Board and WCLA.

Description

The Corporate Services component provides strategic and administrative support to the components of the WCLA to ensure that the WCLA achieves its performance targets. This component strives to ensure compliance with all relevant rules and legislations that govern human resource management, registry, IT and performance management within the public sector.

Situational analysis

This component renders the following services:

1. Board Secretariat
2. Human Resource Management
3. Registry Services
4. Information Technology

Board Secretariat

This function provides secretarial and administrative services to assist the Governing Board with the performance of their legislative responsibilities as Accounting Authority of the WCLA.

Human Resource Management (HRM)

The HRM component is responsible for providing an effective and efficient HR function to the WCLA. This is done by applying recognized, market related and up to date human resource practices within labour legislation and by partnering with the different components thereby ensuring a competent and skilled workforce. This is achieved by using the following functions:

- Fair and unbiased recruitment and selection
- Employment Equity
- Sound labour relations practices
- Administration of payroll and benefits
- Employee wellness
- Leave management
- Performance management
- Training and development (workplace skills plan)
- Creating a safe and healthy working environment via health and safety programmes

Human capital is arguably the most important capital for many public sector entities. Recruiting, motivating, and retaining staff are, therefore, vital issues if public sector entities are to be successful. The entity needs to provide an environment in which staff can perform well and deliver effective services by creating a positive culture that, for example, welcomes ideas and suggestions, responds to staff views and explains decisions. It is important that staff have realistic job descriptions to ensure that their core responsibilities can be performed effectively.

The HR component facilitates an advisory relationship with the different components of the WCLA and implements change management principles in support of organisational change which impacts on the WCLA's staff members.

Currently the Auxiliary Services function includes the registry, telephone services, messenger services and IT.

APPEAL TRIBUNAL

Purpose

An Appeal Tribunal is established in terms of Section 25(1) of the Act as follows:

"The Minister must, for such term as he or she may determine, appoint, on a part-time basis, a person with legal qualifications equivalent to those required for admission as an attorney, or an advocate of the High Court of South Africa, and with experience in the administration of justice, to act as an Appeal Tribunal to adjudicate upon appeals against or applications for the review of the decisions of—

- (a) the Liquor Licensing Tribunal;*
- (b) the Presiding Officer; or*
- (c) a Deputy Presiding Officer performing functions delegated to him or her by the Presiding Officer.*

3. CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS SECTION 14(1)(b)

Information officer:

Office of the CEO

Tel: 021 204 9711

Email Address: CEO@wcla.gov.za

Deputy Information officers:

Mr. M. Jackson

Tel: 021 204-9720

Email Address: Marvin.Jackson@wcla.gov.za

and

Mr. J. Dreyer

Tel: 021 204- 9785

Email Address: Johan.Dreyer@wcla.gov.za

Physical Address:

3rd floor

Sunbel Building

3 Old Paarl Road

Bellville

7530

Postal Address:

Private Bag X6

Sanlamhof

Bellville

7530

4. GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC) ON HOW TO USE THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (PAIA)- SECTION 14(1)(c)

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the PAIA.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission (National)	
Telephone	+27 11 877 3600
E-Mail Address	mnyuswa@sahrc.org.za
Street Address	Braampark Forum 3 33 Hoofd Street Braamfontein 2001
Website	www.sahrc.org.za

The South African Human Rights Commission (Western Cape)	
Telephone	+27 21 426 2277
Street Address	7 th Floor ABSA Building 132 Adderley Street Cape Town 8000
Website	www.sahrc.org.za

5. RECORDS- SECTION 14(1)(d) of PAIA

DESCRIPTION OF SUBJECTS ON WHICH THE AUTHORITY HOLDS RECORDS

- Legislation
- Communication Education and Stakeholder Relations
 - Communication
 - Media Affairs
 - Stakeholder Engagements
- Corporate Services
 - Human Resource Management
 - Organisation and Control
 - Internal Facilities Management
 - Information Technology
 - Registry
- Financial Administration
 - Finance
 - Supply Chain
 - Transport
- Compliance and Enforcement
 - Inspections
 - Investigations
 - Complaints
 - Enforcement Operations
 - Prosecutions
 - Liaison with National, Provincial and Local Government
- Liquor Licencing Administration
 - All liquor licence applications
 - Liquor licence application objections
- Liquor Licencing Tribunal
 - Transcriptions of hearings
 - Recordings of Hearings
 - Reasons
- Governing Board
 - Governing Board meetings
 - Committee meetings
- Meetings
- Forums
- Other Gatherings

RECORDS AUTOMATICALLY AVAILABLE

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABE IN TERMS OF SECTION 15 (1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT,2000	MANNER OF ACCESS TO RECORDS
DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15 (1)(iii)	

(a) Annual Report	<p>Hard copies of these records are available free of charge from the Western Cape Liquor Authority, 3rd Floor Sunbel Building , 3 Old Paarl Road, Bellville 7530.</p> <p>Electronic copies of these records are available on the Western Cape Liquor Authority website:</p>
(b) Strategic Plans	Same as above
(c) Annual Performance Plan	Same as above
(d) Copies of liquor licences	<p>Hard copies of these records are available at a fee in terms of Annexure1 of the schedule to the Western Cape Liquor Regulations obtainable from the offices of the Western Cape Liquor Authority, 3rd Floor Sunbel Building, 3 Old Paarl Road, Bellville 7530</p>
(e) Copies of liquor licence conditions	<p>Hard copies of these records are available at a fee in terms of Annexure1 of the schedule to the Western Cape Liquor Regulations obtainable from the offices of the Western Cape Liquor Authority, 3rd Floor Sunbel Building, 3 Old Paarl Road, Bellville 7530</p>
(f) Copies of approved floor plans	<p>Hard copies of these records are available at a fee in terms of Annexure1 of the schedule to the Western Cape Liquor Regulations obtainable from the offices of the Western Cape Liquor Authority, 3rd Floor Sunbel Building, 3 Old Paarl Road, Bellville 7530</p>
(g) Copies of any other application documents	<p>Hard copies of these records are available at a fee in terms of Annexure1 of the schedule to the Western Cape Liquor Regulations obtainable from the offices of the Western Cape Liquor Authority, 3rd Floor Sunbel Building, 3 Old Paarl Road, Bellville 7530</p>
(h) Database of WCLA liquor licences	<p>Hard copy of this database (pdf format) is available free of charge from the Western Cape Liquor Authority, 3rd Floor Sunbel Building , 3 Old Paarl Road, Bellville 7530.</p>
(i) Copies of the application handbook	<p>Hard copies of these records are available free of charge from the Western Cape Liquor Authority, 3rd Floor Sunbel Building , 3 Old Paarl Road, Bellville 7530.</p>

(j) Copies of the WCLA training manual	Same as above
(k) Copies of the educational "Ek se DVD"	Same as above

FORMAL REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35, 00 is payable before the request will be processed.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purpose of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).
- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to view it.
- Form A also provides for a requester to indicate in which language the record is required, although there is no obligation on the Authority to translate it.
- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc.) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the Authority or for practical reasons access cannot be given in the required form or medium.
- An access fee is payable should the requester for instance need copies of the requested record. The access fee is calculated based on the number of copies, postage payable, etc.
- A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).
- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).
- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.
- A third party will have the right to lodge an internal appeal against the decision within 30 days after notice is given. The appeal may be lodged by completing Form B, attached herewith, and by forwarding same to the offices of the Information Officer or Deputy Information Officer.
- A requester has the right to lodge an internal appeal, within 60 days after notice is given of the decision of the Information Officer or the Deputy Information Officer, as the case may be, to refuse a request for access or taken in terms of section 22, 26 (1) or 29 (3). The internal appeal must be lodged by delivering or sending Form B to the Information Officer or Deputy Information Officer at his or her address, fax number or electronic mail address.
- In the event that the internal appeal procedure has been exhausted and the requester or third party remains dissatisfied with the outcome, a court may be approached for

appropriate relief, within 180 days after being informed of the outcome of the internal appeal.

- In the event that the internal appeal procedure be exhausted and requester is still not satisfied with the outcome, a court may be approached for an appropriate order.
- Access to a record will be withheld until all applicable fees have been paid.
- Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.
- If requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally.
- The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO THE PUBLIC- SECTION 14(1)(f) of PAIA

- To administer liquor regulation in the Western Cape Province
- To receive applications for liquor licences or exemptions
- To issue licences
- Training liquor licence holders, communities and prospective liquor licence holders on the liquor legislation
- In-house enquiries desk function that services telephonic enquiries, e-mail enquiries and walk-in enquiries
- Investigating complaints against non-compliant licence holders

7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS SECTION 14(1)(g) of PAIA

When policy is drafted for the Western Cape Province that will result in liquor legislation the public (including stakeholders, communities, the industry and licence holders) are extensively involved in this process through public participation and are thus given an opportunity to influence policy formulation. During WCLA training initiatives the greater public are also educated about their participation in the licencing process.

8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT- SECTION 14(1)(h) of PAIA

Legislation applicable to the WCLA may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order. Please refer to heading **FORMAL REQUEST PROCEDURE** under item 5 above which sets out the internal appeal and court procedure that may be followed in respect of a PAIA request.