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PROVINSIALE ADMINISTRASIE WES-KAAP  
Onderwysdepartement  
PROVINCIAL ADMINISTRATION WESTERN CAPE  
Education Department  
ULAWULO LWEPHONDO LENTSHONA KOLONI  
ISEBE leMfundo

TO:  
ALL HEAD AND AREA OFFICE PERSONNEL

CIRCULAR 095/99

### ACKNOWLEDGEMENT OF RECEIPT OF CORRESPONDENCE

1. Various complaints have been received from the public that the Western Cape Education Department and its institutions do not always respond promptly to correspondence received.
2. All officials are therefore requested to immediately acknowledge receipt of correspondence that cannot be immediately dealt with.
3. If a particular case has to be investigated and it is foreseen that this will delay an answer, the correspondent must be informed accordingly. Where a case cannot be finalised by the date initially indicated, a further letter must be written to the correspondent to inform him or her of the progress.
4. Your co-operation will be appreciated.

*[Signature]*  
for. Acting HEAD: EDUCATION  
DATE: 1999-09-07

MELD ASSEBLIEF VERWYSINGSNOMMERS IN ALLE KORRESPONDENSIE. / PLEASE QUOTE REFERENCE NUMBERS IN ALL CORRESPONDENCE.