



Commission for Gender Equality  
A society free from gender oppression and inequality

## LEGAL FUNCTIONS OF THE CGE

The Commission for Gender Equality's (CGE) Legal Department had been set up to do the following:

- Receive and Investigate gender related complaints.
- Evaluate laws, customs, practices and Indigenous law, personal and family law affecting gender equality or status of women that are in force or proposed by Parliament.
- Recommend to parliament the adoption of laws that will promote gender equality and status of women.
- Monitor compliance with international conventions, covenants and International Charters acceded and ratified by the government that have a bearing on the object of the CGE.
- Make Contributions / submissions to legislative processes especially in laws that affect women adversely and have a bearing on gender equality in South Africa.

The CGE's Legal Department has a Complaints Handling manual to guide the handling and processing of complaints.

### How does the manual work?

- Assessment of the complaint.
- The key formular is Restriction Exclusion Distinction on sex and/or gender.
- Determination of the appropriate method to bring finality to a complaint (i.e., mediation, litigation, or investigative hearing etc.).
- Referral of complaints to the relevant institution.

## How to lodge a gender-related complaint:

There are various ways through which to lodge a complaint with the Commission for Gender Equality.

- Walk-in to any CGE office.
- You can write your complaint and send it to the email address below.
- Alternatively, you can download a complaint form from the CGE website([www.cge.org.za](http://www.cge.org.za)) and email to us at: [Gender-enquiries@cge.org.za](mailto:Gender-enquiries@cge.org.za).
- You can submit your complaint online on the website.

## Requirements for lodging a gender-related complaint:

We can also help you write out your complaint if you need assistance. A complaint should include the following information:

- Any person who believes their gender rights and human dignity have been violated by another person or institution, can lodge a complaint with the CGE.
- Your name, address, and contact details.
- Identity of the person you are complaining against, and their contact details.
- Details of what happened to you, when and who was involved.
- Whether you have submitted the complaint anywhere else and, if so, what happened.

### Contacts for legal complaints enquiries:

Head Office : 011 403 7182

Eastern Cape Office : 043 722 3489

Free State Office : 051 430 9348

Gauteng Office : 012 492 5971

KwaZulu-Natal Office : 031 305 2105

Limpopo Office : 015 291 3070

Mpumalanga Office : 011 403 7182

North-West Office : 018 381 1505

Northern Cape Office : 053 832 0477

Western Cape Office : 011 403 7182

Complaints Email : [Gender-enquiries@cge.org.za](mailto:Gender-enquiries@cge.org.za)

Website : [www.cge.org.za](http://www.cge.org.za)