ESCALATION PROCESS – JOHANNESBURG MASTER'S OFFICE November 2025

Estate Controller and the Administration Clerk:
All complaints should first be directed to the relevant Estate Controller and the Administration Clerk as per our office directory / telephone list responsible for the matter in question. If after 15 (fifteen) working days of lodgement in the case of Appointments and 21 (twenty-one) working days in the case of Examinations, the Estate controller has not provided the necessary assistance, then you can escalate your matter to the relevant Assistant Master.

Assistant Master:
Should your complaint remain unresolved at the Estate Controller' s level, it may be escalated to the Assistant Master and copy the Deputy Master or Acting Deputy Master for the relevant section. The Assistant Master will review the matter and take appropriate action to address your concerns. Please allow about 15 (fifteen) working days for the Assistant Master to respond to you. The Assistant Master is equipped to address routine issues and provide the necessary guidance or resolution.

Deputy Master:
Should your complaint remain unresolved at the Assistant Master's level, it may be escalated to the Deputy Master or Deputy Master for the relevant section. The Deputy Master or Deputy Master will review the matter and take appropriate action to address your concerns. Please allow about 15 (fifteen) working days for the relevant Deputy Master or Acting Deputy Master to respond to you.

Acting Master of the High Court:
If the matter cannot be resolved at the Deputy Master's level or Acting Deputy Master's level, you may then escalate it to the attention of the Acting Head of Office / Acting Master of the High Court as a final step.

To assist in addressing your concerns effectively, you are kindly requested to provide proof that the above-mentioned protocol has been followed. Also attach proof of lodgement of the unattended correspondence to the Estate Controller and the Administration Clerk. This includes any written correspondence or evidence of your engagement with the Assistant Master and Deputy Master / Acting Deputy Master prior to escalating the matter further.

Please note that the standard turnaround period for responses at each level is 15 (fifteen) working days, except in the case in the case for accounts lodged for the first time where the turnaround time is 21 (twenty-one) working days. Therefore, I encourage you to allow for this time frame before escalating your complaint to the next level.

Following this protocol allows for a systematic approach to resolving complaints and ensures that each level of authority has an opportunity to address the issue comprehensively.

We remain committed to providing you with the necessary assistance and support throughout this process. Should you require further clarification or assistance, please do not hesitate to contact my office.

We kindly request that you **DO NOT ESCALATE** your matter first to the **ACTING CHIEF MASTER**. The Office of the Chief Master is inundated with complaints and our office is capable of assisting with your complaints as the first point of help.