



# WANT TO COMPLAIN ABOUT A PERSON OR A BUSINESS SELLING LIQUOR?

The public can complain about a person or a business selling liquor. The Western Cape Liquor Authority will investigate and act if enough evidence of wrongdoing is available. Serious offences will be referred to the Liquor Licensing Tribunal which may withdraw the licence, suspend the licence, make changes to the conditions of the licence or issue a fine. Below is more information on complaints against liquor licence holders.

## WHAT CAN YOU COMPLAIN ABOUT?

- Outlets selling liquor to children (anyone under the age of 18 years).
- An outlet causing noise and a public disturbance.
- An outlet staying open later than the permitted trading hours (Trading hours must be clearly displayed at the premises).
- Outlets selling liquor to persons that are suspected of being drunk already.
- Outlets allowing the use and selling of drugs on the premises.
- An outlet holding anything as security (e.g. identity document, SASSA card, jewellery, etc.) for the payment of a debt relating to the sale of liquor licensed outlet selling to an unlicensed outlet.
- Any other complaint you think needs the attention of the Western Cape Liquor Authority.

## HOW DO I COMPLAIN?

You can complain to the Western Cape Liquor Authority by:

- Calling 021 204 9805
- Email: [Liquor.Enquiries@wcla.gov.za](mailto:Liquor.Enquiries@wcla.gov.za)
- Completing the online complaints form on WCLA website – [www.wcla.gov.za](http://www.wcla.gov.za)
- You may also complain to the South African Police Service and municipality (law enforcement) in your area.

## DID YOU KNOW?

- To legally sell or produce liquor, you need to have a liquor licence that is granted by the WCLA. This licence must be renewed every year.
- A liquor licence is a document that is issued to a person permitting them to sell liquor to the public or to produce alcohol.
- You can complain when a liquor licence holder breaks the law, or any condition attached to the licence.
- All licence holders must display the licence conditions at the licensed premises for the public to view.
- You can take photos, videos, or other evidence to support your complaint.

## FOR MORE INFORMATION

Call: 021 204 9805 • Email: [Liquor.Enquiries@wcla.gov.za](mailto:Liquor.Enquiries@wcla.gov.za) • Visit our website: [www.wcla.gov.za](http://www.wcla.gov.za)