



Communiqué

20 December 2017

OFFICE OF THE OMBUDSMAN FOR THE CITY OF JOHANNESBURG PLACES COMPLAINTS BOXES IN REGIONAL OFFICES

The Office of the Ombudsman is currently embarking on a pilot project of placing complaints boxes at Regional offices as an alternative to providing accessibility for walk-ins to the majority of Johannesburg citizens that cannot afford to travel to the head office.

The office has therefore taken a decision to make resources available in each region twice every month, starting in January 2018. The responsibility of the agent on site will be to explain to interested citizens, the mandate of the Office of the Ombudsman, to provide information regarding how to lodge a complaint, the required supporting documents, to assist citizens who wish to lodge complaints and to provide proof of submission, by way of copy of stamped form.

On the days that the resources will not be available, the Office has made a provision for information in the form of pamphlets which will be available at the end of January.

Dates of availability of agents on-site are as follows:

Region	Location	Agents on-site Dates (2018)	Complaints Box collection
A	300, 15 TH Road, Randjiespark Halfway House 1685	January 8 & 15 February 12 & 19 March 12 & 19	Thursday
B	Floor -1, ACA Krans Building, 35 Symons Road, Auckland Park Johannesburg	January 9 & 16 February 13 & 20 March 13 & 20	Thursday
C & D	100 Christiaan De Wet Road, Florida Park 1709	January 8, 12, 15 & 19 February 12, 16, 19 & 23	Friday



City of Johannesburg
Office of the Ombudsman

Isle of Houghton
Wilds View 2
11 Boundary Road
Houghton Estate 2198

Tel: +27 (0) 10 288 2800

www.joburgombudsman.org.za

	1 Koma Road, Jabulani, Soweto 1868	March 12, 16,19 &23	
E &G	Building 2, 137 Daisy Street, Sandown, Sandton Floor 11, K43 Highway Road, Old Corobrick Building, Lenasia South East	January 10, 12,17 & 19 February 14,16, 21&23 March 14,16,21 &23	Friday
F	80 City Hall Street (Loveday), Johannesburg	January 11 & 18 February 15 & 22 March 15 & 22	Thursday

The above roster is on rotational basis and the dates are subject to change

Issued on behalf of the Office of the Ombudsman

For more enquiries contact
Ms. Nokuthula Biyela
Executive Manager: Registry and Intake
010 288 – 2800