



The Office of the Ombudsman for the City of Johannesburg is an independent Office of **Last instance**. Residents may only approach the office after they have lodged their complaints/queries via the COJ Customer Service Centres, and exhausted all official channels of the City.

We resolve, **Service Delivery** and **Human Rights** issues for the people of Johannesburg. We investigate complaints of alleged maladministration and unfair treatment by the City.

4 Easy Steps to follow before lodging a complaint:

Step 1

- First lodge a formal complaint with the City of Johannesburg or Care Connect on 0860562847.
- Should your complaint not be resolved in 30 days, escalate to senior official, and wait 7 days. Should your query remain unresolved after you may escalate to the Office of the Ombudsman.

Step 2

- Make sure you receive and save your reference number from the City of Johannesburg

Step 3

- Attach supporting documents/evidence
- I.D. copy (and a Power of Attorney if you are not the registered property owner).
- Reference number from the City of Johannesburg
- All correspondence with the City of Johannesburg relating to the complaint
- Any other documents relating to the complaint (i.e. photographs, utility bills etc.)

Step 4

- Place completed form in the Office of the Ombudsman complaints box

Complaints process

- After filling in the complaints forms
- An acknowledgement will be issued within 14 days of receipt of the complaint.



- The complaint will **be assessed**, and a letter informing the complainant of the outcome of the assessment will be issued

Initial investigation

- The office will investigate the merit of the complaint and note the sufficient evidence.

How investigations are handled

- Internal investigations are handled by Mediation and Conciliation objectively, Confidentiality and Independently

Matters the Office investigates

- Matters of service delivery failure
- Matters of maladministration
- Matters of human rights violation

Matters the Office cannot investigate

- Any legislative or executive decision by the City Council or its executive organs.
- Matters that are still pending in court.
- Labour relations matters.
- Matters concerning council's financial affairs.
- Complaints that are vexatious or frivolous
- Complaints that have not exhausted all avenues and remedies in the City.
- Any alleged irregular conduct by a councilor

Cases the Office Refers

- Complaints that are not against the Johannesburg municipality do not fall under mandate of Ombudsman.
- E.g. if a complaint is lodged about a suspected criminal act, the Ombudsman would refer the matter to the South African Police Service or the National Prosecuting Authority

Powers the Office of the Ombudsman holds

- Demand that employee appears before the Ombudsman and produce any record, book or file, object or document



**City of Johannesburg
Office of the Ombudsman**

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Wilds View 2
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www.joburgombudsman.org.za

- Enter any premises owned, controlled or managed by municipality to examine any records necessary, as well as take charge of or remove them for investigation
- Report on and ensure observance of human rights within municipality and take steps to redress any human rights violations
- Request municipality to provide information about progress to realise implementation of the Bill of Rights pertaining to their particular functions
- Complainant informed of rights (e.g. right to remain silent or request assistance of fellow employee or union representative)

Connect with us:

Helpdesk : 010 288 2800
Physical address : 11 Boundary Road
Isle of Houghton,
Wilds View II
Houghton Estate, 2198

Email : info@joburgombudsman.org.za or complaints@joburgombudsman.org.za

Visit our website on: www.joburgombudsman.org.za