

## **DID YOU KNOW?**

**THAT UNISA HAS THE OMBUDSMAN OFFICE!**

**THAT THE OMBUDSMAN OFFICE SERVICES ARE FREE!**

**THAT BEFORE YOU APPROACH THE OMBUDSMAN OFFICE, YOU NEED TO EXHAUST ALL THE AVAILABLE AVENUES WITHIN THE UNIVERSITY, ACCESSIBLE ON THE UNIVERSITY WEBSITE!**

**THAT TO LODGE A COMPLAINT YOU NEED TO FILL IN THE OMBUDSMAN REFERRAL FORM!**

## **DID YOU KNOW?**

**THAT THE OMBUDSMAN CAN ASSIST YOU WITH**

**Any decision, action or lack of action on the part of the University which an affected person considers to be inadequate and/or tantamount to administrative malpractice.**

**Dr Adv Linda Mbana**

Bachelor of Law; LLB; LLM-Labour Law; PHD in Policing; Admitted Attorney;

Dispute Resolution Post Grad Certificate; Risk Compliance and Governance Certificate;

Advocate of the High Court;

Ombudsman, Unisa PO Box 392, Sunnyside, 0003, Tel: 012 481 2874

Email: ombudsman@unisa.ac.za

## **DID YOU KNOW?**

**THAT THERE ARE MATTERS THAT THE OMBUDSMAN DOES NOT DEAL WITH? MATTERS SUCH AS;**

**Labour and employment related matters, which must be addressed through the approved grievance, disciplinary and labour law procedures;**

**The conduct or decisions of the University Council or its committees, the University Senate or its committees or the Institutional Forum or its committees;**

**Matter of academic judgement (ie the quality of a student's performance), unless the complaint relates to unfair marking or assessment, examination procedure irregularities or real and/or perceived bias against a student;**

**Matter which is or has been the subject of judicial, arbitration or similar formal proceedings, resulting in an external binding ruling;**

**Which is patently frivolous or vexatious.**

## **DID YOU KNOW?**

**That you may contact the Ombudsman Office on 012 481 2874 or by sending an email to [ombudsman@unisa.ac.za](mailto:ombudsman@unisa.ac.za)**

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