



## MEDIA STATEMENT

### FOR IMMEDIATE RELEASE

**Date: 28 October 2021**

### **Joburg Ombudsman to officially place 25 ambassadors in the eight regions**

On Friday, 29 October 2021 the Joburg Ombudsman, Advocate Siduduzo Gumede will visit the Jabulani Civic Centre in Soweto, for the official placing of the 25 ambassadors who have successfully completed the Joburg Ombudsman Ambassador Programme induction. The programme which launched in June 2021, serves as a catalyst for effective community engagement centred around issues of awareness and accessibility of the Office of the Joburg Ombudsman.

Since the inception of the Joburg Ombudsman Ambassador Programme, the ambassadors have gone through a vigorous, three-month vocational training programme which consisted of customer service training, communication skills training, case management training and a comprehensive examination of the city's By-Laws.

“Our role as the Joburg Ombudsman is to encourage accountability within the City’s administration and the placement of these ambassadors will play a critical role in ensuring that residents can easily access our Offices to receive immediate assistance in the completion and processing of their complaints relating to alleged maladministration and unfair treatment by the City of Joburg’s respective departments and entities”, said Joburg Ombudsman, Advocate Siduduzo Gumede.

As an office of last resort, residents may only approach the office after they have exhausted all official channels of the City of Joburg. Residents can talk to the ambassadors, lodge complaints, and use the complaints boxes that will be allocated in the respective regions.

“We are very excited that through the placement of these ambassadors, our office can effectively assist many communities and give more people hope as we expedite the resolution of their **service delivery** and **human rights** concerns”, concluded Advocate Gumede.

The Office of the Joburg Ombudsman is reachable through the following channels:

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