

**MEDIA STATEMENT
FOR IMMEDIATE RELEASE
18 December 2024**

THE OFFICE OF THE OMBUDSMAN OPEN THROUGHOUT THE HOLIDAY SEASON

The Office of the Ombudsman will remain open throughout the festive season maintaining its regular operating hours from 08h00 to 16h00 on weekdays (Mondays to Fridays) and close only on the following public holidays viz, 16th, 25th and 26th of December 2024 and the 1st of January 2025.

Residents are advised that although we will be operating on skeleton staff, we are committed to championing for their basic human rights to access efficient and equitable municipal services by addressing any long-standing maladministration, human rights infringement and service delivery-related complaints lodged against the City's departments and entities.

To ensure an efficient complaint-handling process, residents are advised to have the following documents ready prior to reaching out to us:

- A fully completed copy of the prescribed complaint form
- A copy of the complainant's ID
- A reference number from the City of Johannesburg
- Proof of Residence (if available)
- All prior correspondence related to the complaint

We wish to make a clarion call to all who are unable to visit our offices during working hours to make use of the following digital platforms:

Helpdesk : 010 288 2800
WhatsApp : 081 365 0225
Email : complaints@joburgombudsman.org.za
Socials : @jhbombudsman (Twitter/ X) and Joburg Ombudsman (Facebook)

The Office of the Ombudsman wishes residents a safe and wonderful holiday season and looks forward to continuing to serve them in the new year.

- Ends –

For media queries, please contact:

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