

## **MEDIA RELEASE FOR IMMEDIATE RELEASE 19 August 2025**

### **Lodge Your Complaint Online: Faster. Easier. Anywhere.**

The Office of the Ombudsman for the City of Johannesburg is proud to announce the launch of a new online complaints lodging feature, now live at [www.joburgombudsman.org.za](http://www.joburgombudsman.org.za). Powered by an advanced Customer Relationship Management (CRM) system, this platform allows residents to submit municipal-related complaints digitally, providing faster, more convenient access to resolution from the comfort of their home. For the first time, Johannesburg residents can lodge complaints online and track their progress in real time, reducing the need for in-person visits.

“This new system marks a significant step in our commitment to putting residents first,” says Advocate Siduduzo Gumede, City of Johannesburg Ombudsman. “By embracing technology, we’re making service delivery more accessible - at the click of a button and in just four simple steps.”

#### **Key Features and Benefits:**

- **24/7 Online Lodging:** Submit complaints anytime, from anywhere via our website.
- **Real-Time Tracking:** Monitor the progress of your case at every stage.
- **User-Friendly Design:** Easy to navigate on both desktop and mobile devices.
- **Accessible Support:** Residents who need assistance can still contact our office directly.

This digital transformation aligns with the Office’s mission to strengthen transparency, responsiveness and public trust in municipal governance. By minimising paperwork and delays, the new CRM system enables faster complaint resolution and deepens engagement between the city and its residents.

To ensure easy adoption, the Office will roll out an awareness campaign featuring a tutorial, FAQs and community outreach initiatives - making the platform accessible to all, regardless of age, background or technical ability.

Stay informed by following us on Facebook **@Joburg Ombudsman** and X (formerly Twitter) **@jhbombudsman**.

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