

**MEDIA RELEASE
FOR IMMEDIATE RELEASE
14 October 2025**

Joburg Ombudsman Hosts 3rd Annual Webinar

The Office of the Ombudsman for the City of Johannesburg will convene its 3rd Annual Hybrid Webinar this October in recognition of International Ombudsman Day, focusing on the theme, *"Evaluating the Effectiveness of Complaint Handling Processes."*

The 90–120-minute session will be facilitated by Collen Hans and hosted on Microsoft Teams, with in-person streaming available at the UJ Soweto Campus. The event will feature a diverse and distinguished panel, including Advocate Siduduzo Gumede, Ombudsman for the City of Johannesburg; Hardin Ratshisusu, Acting Commissioner of the National Consumer Commission; Lee Soobathi, Consumer Goods and Services Ombudsman; Councillor Margaret Arnolds, Speaker of Council for the City of Johannesburg; Councillor Adolph Marema, Chair of Chairs for the City of Johannesburg, renowned consumer journalist Anna Cox and Fiona Mahlori, Senior Manager at the University of Johannesburg's Community Engagement Department.

"Behind every complaint is a person, a resident seeking fairness dignity, and real solutions. This webinar is an opportunity to come together, share insights and build a system that delivers timely resolutions and meaningful improvements in service delivery. We will work closely with the relevant offices to develop collective solutions that truly benefit our communities", commented Adv. Siduduzo Gumede, Ombudsman for the City of Johannesburg.

The discussion will explore how the city can enhance service delivery to residents by improving fairness, accessibility and responsiveness in complaint handling. Focus areas include simplifying complaint processes, strengthening public trust, implementing the 2023 By-Law and fostering more effective collaboration with City entities.

The webinar is open to the public and will include a live Q&A session. To ensure accessibility, sign language interpretation will be provided. [Click here to book your spot!](#)

Date: 16 October 2025

Time: 10:00 – 13:00

Platform: Microsoft Teams and UJ Soweto Campus

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