

# THE OMBUD

Volume 1/Issue 1



## UPCOMING

Training and Development offered by the IOA (International Ombudsman Association, [www.ombudsassociation.org](http://www.ombudsassociation.org)) will take place in South Africa, hosted by the Ombud of the University of Cape Town, Ms Zetu Makamandela-Mguqulwa, who has passed the examination towards obtaining certification as a Certified Organizational Ombudsman Practitioner (CO-OP) by the IOA.

## THE OMBUD – WELCOME

*...to our quarterly newsletter. As the first issue, this newsletter will serve as an introduction to the Ombud at the University of Cape Town (UCT) as well as a few notes on the role of the Ombud. This newsletter will also function as a medium for news, inspirational thoughts on Ombudsing, developmental information and other points of interest. For the purposes of this and future newsletters, please note that the term “Ombud” and “Ombudsman” are used as gender-free descriptions.*

## THE OMBUD – INTRODUCTION

*Zetu Makamandela-Mguqulwa is the Ombud at UCT. The Ombud’s Office advocates for fairness across the university and services the entire UCT community as an office of last resort. It also acts as a source of information and referral, and assists in the resolution of concerns and critical situations. Zetu is available to receive and attempt to resolve the individual complaints and grievances; and to recommend procedural changes within the university in response to experience acquired in dealing with individual cases. Zetu is a member of the IOA (International Ombudsman Association, [www.ombudsassociation.org](http://www.ombudsassociation.org)) and represents the African continent as the IC (International Committee) RAC (Regional African Continent) Representative. In these capacities Zetu is entrusted with the promotion of practising Ombudsing as an integral part of Alternative*

*Dispute Resolution (ADR), and outreach of the IOA footprint on the continent.*

## THE OMBUD – ROLE

*All ombudsmen give voice to people who might otherwise be disadvantaged in their dealings with the management and bureaucracy of the institution within which the Ombud functions.*

- *The Ombud helps to surface information when people are afraid to come forward, helps to clarify and thus resolve conflicts.*
- *The Ombud helps by identifying dispute resolution alternatives for people who seek options and by referring people to appropriate services.*
- *The Ombud embarks on conflict coaching and sometimes coaches visitors on how an issue can be presented more effectively.*
- *The Ombud provides shuttle diplomacy by individually talking with parties involved until parties can face one another.*
- *The Ombud informally mediates disputes.*
- *The Ombud recommends systems change to appropriate individuals.*

## THE CODE OF ETHICS APPLIED

*The UCT Ombud adheres to the International Ombudsman Association ([www.ombudsassociation.org](http://www.ombudsassociation.org)) Code of Ethics:*

- *All work is based on confidentiality.*
- *The Ombud asserts that there is a privilege with respect to communication with the office and resists testifying in any formal process, inside or outside the organisation.*
- *The Ombud, as a designated neutral, remains independent of ordinary line and staff structures.*
- *The Ombud is an informal and off-the-record resource. Formal investigations for the purposes of adjudication are done by others.*
- *The Ombud endeavours to be worthy of the trust placed in this office.*

## FIRST INTERNATIONAL OMBUDSING WORKSHOP REPORT

*On November 1, 2013, UCT Ombud, **Zetu Makamandela-Mguqulwa** hosted a day-long conference on Ombudsing in Southern Africa. The event also offered its host the chance to recap her time as UCT's first Ombuds. As one of the few University Ombuds in the region, Makamandela-Mguqulwa faced a steep learning curve. "It's been a source of immense learning to us as we travelled this three-year journey," she said.*

*The workshop was opened by the Chair of the Council of the university, the Most Reverend Archbishop Njongonkulu Ndungane, to whom the Ombud reports. Guest speakers, including Mahlubi Mabizela, South Africa's Chief Director of the Department of Higher Education and Training's University Education Policy & Development Support, and UCT Vice-Chancellor Dr Max Price, commented on the important role of Ombuds in tertiary education. **Camilo***

**Azcarate and Doris Campos-Infantino** were invited to discuss Ombuds skills on behalf of the International Ombudsman Association. The workshop was also attended by Prof **Bernard Lategan**, Ombud at the University of Stellenbosch. (<http://ombuds-blog.blogspot.com/2013/12/university-of-cape-town-ombuds-hosts.html#more>)

#### FEEDBACK

Comments, thoughts and queries as well as suggestions for future newsletter inclusions are welcomed.

#### CONTACT US



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