



COMPLAINTS FORM

FOR OFFICE USE ONLY

File number:

Date received:

DETAILS OF THE COMPLAINANT:

1	Title:	
1	Name:	
2	Surname:	
3	ID / Passport number <i>(mandatory):</i>	
4	Physical address <i>(mandatory):</i>	_____ _____ _____ _____
5	Postal Code:	
6	Postal address:	_____ _____ _____ _____
7	Postal Code:	



8	Home telephone number:	()
9	Work telephone number:	()
10	Email address:	
11	Cell phone number:	
12	Fax number:	N/A
13	What is your preferred method of contact?	
14	Any other contact number that you would like us to call you on:	

DETAILS OF THE COMPLAINT:

15	Which Department, Unit or Entity is involved?	
16	Where did the incident occur?	Region: Ward:
17	How would you like the Ombudsman to resolve this matter?	_____ _____ _____ _____
18	Have you contacted the City of Johannesburg's customer relations contact centre, known as Care Connect, to resolve your complaint? (Mandatory)	YES / NO
19	Is this your first interaction with our office?	YES / NO
20	If yes, please state the reference number?	REF:



City of Johannesburg
Office of the Ombudsman

Sappi Building 2nd & 3rd Floor
East Wing
48 Ameshoff Street
Braamfontein
2001

Tel: +27 (0) 10 288 2802
www.joburgombudsman.org.za

21	How did you hear about the Office of the Joburg Ombudsman? <i>E.g. radio, newspaper, Poster, friend etc.</i>	
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Please provide the details of your complaint in the space provide below:
(If you need more space, please use a separate piece of paper, and attach it to this complaints form.
Please also attach copies of any relevant correspondence or documents to which you refer)

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I warrant that all the information provided is, to the best of my knowledge, true and correct and I agree that the Office of the Ombudsman may provide any of this information to any relevant person for the purposes of dealing with this complaint.

Signature:

Date:

Thank you for completing this form.

We will respond as soon as possible. We will provide you with a case number which will be required in all your follow-up communication with the Office of the Joburg Ombudsman.

For information on how the Office of the Joburg Ombudsman handles your personal information, please refer to its Privacy Statement, available at www.joburgombudsman.org.za