



OMBUDSMAN
UNIVERSITEIT STELLENBOSCH
UNIVERSITY

* *Independence* * *Neutrality* *
* *Impartiality* * *Confidentiality* *

Ombud: Intake Form

Ombud: Innamevorm

For appointments: Contact Sharon Fortuin – graceb@sun.ac.za

Ombud email address: ombudsman@sun.ac.za

For office use only:

Mode of delivery: _____

Date received: _____

You can complete this form in English or in Afrikaans

U kan hierdie vorm in Engels of in Afrikaans invul

Person lodging complaint/request:

Title, Name, Surname Titel, Naam, Van	
Student no/Staff no (if applicable)	
1) Physical Address in Stellenbosch (if applicable) and /or 2) Physical Address outside Stbosch	1) 2)
Cell number / Selno	
E-mail address / E-posadres	
How do you want to be contacted? Hoe wil u gekontak word?	
Are you a student / academic staff member / other staff member / parent/ member of public ?	
If student, what course are you studying?	

Have you tried to resolve the matter through other channels in the University?

Het u probeer om die saak op te los deur ander kanale in die Universiteit?:

_____ YES/JA _____ NO/NEE

If "YES", please give a short description, step by step, of your attempts to resolve the matter.

As "JA", gee asb 'n kort beskrywing, puntsgewys, van u pogings om dit op te los.

If "NO", please give a reason/s why you are of the opinion that it was impossible/unnecessary to resolve the matter through other channels available in the University.

As "NEE", gee asb 'n rede/s waarom jy van mening is dat dit onmoontlik/onnodig was om die saak deur ander beskikbare kanale in die Universiteit op te los

Details van u klagte/navraag: Details of your complaint/enquiry:

Please set out below (in either English or Afrikaans) the KEY POINTS of your matter, e.g.

1. How did the University fail you/ treat you unfairly? Hoe het die Univ u gefaal/onbillik behandel?
2. Why the action/decision/lack thereof, etc by the University is unsatisfactory to you? Waarom is die aksie/besluit/gebrek daaraan, ens deur die Universiteit vir u onbevredigend?
3. In what way have you been affected by this? Hoe is u hierdeur geraak?
4. Have you taken any legal action/ are there pending legal procedures relating to this matter? If so, please give details? Het u al enige regsaksie geneem/is daar hangende regsprosedures tov die saak? Indien wel, gee asb details

If the space provided below is not enough, please use a separate piece of paper. You may also attach any additional information relevant to the complaint/enquiry. Remember to include names and dates where applicable.

As die spasie hieronder voorsien nie genoeg is nie, gebruik asb 'n aparte papier. U mag ook enige addisionele inligting wat relevant is tot die klagte/navraag aanheg. Onthou om name en datums in te voeg waar toepaslik.

Watter oplossing/uitkoms wil u graag hê? (As daar alternatiewe is, stel dit asb)

What solution/outcome do you require? (If there are alternatives, please state them)

Do you consent to disclosure of the information pertaining to the complaint/enquiry to other parties involved in the matter? If you wish to keep specific information confidential, please specify:

Gee u toestemming tot die openbaarmaking van die inligting tov die klagte/navraag aan ander partye betrokke in die saak? Indien u spesifieke inligting vertroulik wil hou, spesifeer asb

Signature / Handtekening

Date / Datum