

We strive to have information material about our Office available in all the local languages. The information material will be distributed as widely as possible to ensure that it reaches people in all corners of the country.

We will involve the community in our outreach programmes through the conducting of community information meetings, workshops and complaint intake clinics. When we focus on specific mandates at any given time at special events, we will issue open invitations to the community to join us on those occasions to raise awareness and impart knowledge.

DISSATISFIED WITH OUR SERVICES?

If you are dissatisfied with our service, you are encouraged to report the matter directly to the Ombudsman. In this regard you need to -

- » write a letter to the Ombudsman, explaining in detail why you are not satisfied
- » indicate clearly on the envelope: "For the personal attention of the Ombudsman"

OMBUDSMAN

CUSTOMER SERVICE CHARTER

HOW TO REACH US

We pride ourselves in the fact that we make our services as accessible as possible to the public. We therefore established regional offices in Ongwediva, Swakopmund, Katima Mulilo, Otjiwarongo and Keetmanshoop. Apart from physical offices where people can come at any time during working hours, without an appointment, we have a webpage, postal and email addresses, telephones, sms line, social media platforms and regular complaint intake clinics throughout the country, where you can reach us (for information as to when your city/town/area will be visited, contact any of our offices as indicated below).

OUR CONTACT DETAILS ARE AS FOLLOWS:

WINDHOEK

Private Bag 13211
Cnr of Feld and Lossen Streets
Tel: 061-207 3111
Fax: 061-220550 / 061-305799
Email: office@ombudsman.org.na

ONGWEDIVA

P.O. Box 2658, Oshakati
Valombola Street, Ext 10
Tel 065-234 444
Fax 065-238377

KEETMANSHOOP

P.O. Box 890
Sam Nujoma Avenue
Erf: 838
Tel: 063-221 028
Fax: 063-221 030

OTJIWARONGO

Ministry of Education Building
Sonweg Street
Tel: 067-304 078
Fax: 067-302852

KATIMA MULILO

Private Bag 1012, Ngweze
Ngoma Road, GRN Offices
Tel: 066-25 3841
Fax: 066-25-3840

SWAKOPMUND

Cnr of Mandume Ndemufayo
& Schlacter Streets
Gurka trust building
P.O. Box 4981
Tel: 064-406 834
Fax: 064-406833

Send us an SMS to, 20401, at 40 cents per SMS

PLEASE ALSO VISIT OUR WEBSITE AND FACEBOOK PAGES,
FOR INFORMATION OR TO LODGE COMPLAINTS, AS FOLLOWS:

WWW.OMBUDSMAN.ORG.NA

FACEBOOK: OFFICE OF THE OMBUDSMAN NAMIBIA

Reviewed September 2020

OMBUDSMAN

CUSTOMER SERVICE CHARTER

OMBUDSMAN

CUSTOMER SERVICE CHARTER



Republic of Namibia



THIS CHARTER

- Tells you how to lay a complaint with the Ombudsman
- Reflects our commitment to deliver a high standard of service at all times and what you can do to help us maintain those standards
- Explains how and where to get more information about our services

MISSION, VISION AND VALUES

Mission

The office of the Ombudsman in Namibia strives to promote and protect human rights, promote fair and effective administration, protect the environment and natural resources of Namibia through independent and impartial investigation and resolution of complaints, as well as raising public awareness.

Vision

To be a public institution that serves citizens in a way that is fair, accountable, transparent and respectful to their rights.

OUR COMMITMENT TO YOU

All people deserve to be treated with dignity and respect, human rights underpins our work. We will therefore promote and protect human rights, fair and effective public administration and protect the environment and natural resources of Namibia through independent and impartial investigations and the resolution of complaints received from you, our customers.

In doing our work we employ the following key values –

- fairness, independence and objectivity
- accessibility
- confidentiality
- respect for the opinions of others
- non-discrimination - equal service for all members of the public
- integrity
- empowering people to find their own solutions to problems
- responsiveness, efficiency and effectiveness

WHAT WE ASK FROM YOU

The quality of service we can provide to you depends as much on the input and co-operation we receive from you, our customers, as it does on us. We therefore request you to:

- » please try and resolve your complaints with the organization you are unhappy with before contacting us
- » where possible, put your complaints to us in writing
- » provide all the relevant facts in the matter, substantiated by documentation, if available
- » be honest and as clear as possible
- » be patient, once we are in the process of investigating a complaint, since it may often take longer than expected
- » respond within 28 days to our further enquiries/request to verify information received
- » We will cease investigations if we do not receive any communication from you after 28 days
- » inform us immediately if your complaint was resolved while waiting for feedback from us
- » treat our staff members with respect
- » inform us when you detect a problem in the way that we deal with complaints; we welcome honest suggestions for improvement

OUR PROMISE/STANDARDS

Upon receiving your complaint we will:

- » listen to you, be helpful and treat you fairly without unlawful discrimination
- » ensure that your complaint is acknowledged within 48 hours and action will be taken within 1 – 2 weeks
- » Keep you updated on the progress of your complaint at the earliest within a week or the latest within 3 months depending on the complexity thereof.
- » be independent and impartial

- » Work co-operatively with all parties involved to reach an amicable solution
- » Give reasons for our decisions
- » Review our decision where appropriate
- » Tell you if we can't help you, and refer you to other places that might assist – we will advise you as to a course of action or alternatively refer you to an organisation/institution better placed to assist you.

OUR CUSTOMERS' VIEWS ARE IMPORTANT

We strive to render an effective service to those we serve and we continuously try to improve our standards.

You, our valued customers, can assist us in fulfilling our mandate to the best of our ability by letting us know how you view the quality of our service. To make it easy for you to give us your views, we will distribute standard forms which you can fill out and give/send back to us. We promise to consider your views and to make improvements, where possible.

We will conduct a three-year survey to judge the relevance of our services and how well they are delivered. We will publish the results of these surveys in our Annual Report.

OUR SERVICES ARE FREE

EMPOWERING OUR CUSTOMERS THROUGH EDUCATION AND OUTREACH

We believe in empowering those we serve through educating people about the role and functions of our Office, as well as focusing on our different areas of competence from time to time.