



**OMBUDSMAN**  
UNIVERSITEIT STELLENBOSCH  
UNIVERSITY

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

**Ombud: Referral Form**

**Ombud: Verwysingsvorm**

For appointments: Contact Michelle Jooste – [joostem@sun.ac.za](mailto:joostem@sun.ac.za)

Ombud email address: [ombudsman@sun.ac.za](mailto: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 ?	
Any other personal info?	

**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, spesifiseer asb

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\_\_\_\_\_  
Signature / Handtekening

\_\_\_\_\_  
Date / Datum