

OFFICE OF THE OMBUDSPERSON

(FREE STATE DEPARTMENT OF HEALTH)

WHAT ARE WE ALL ABOUT?

The Office of the Ombudsperson was created to protect and promote the constitutional rights of the Free State people in terms of their rights to:

- Access health care services,
- Their rights to complain, and
- To ensure that quality services are rendered in support of the Batho Pele principles.

HOW ARE WE GOING TO DO IT?

- We aim to provide members of the community a means of effectively lodging a complaint about the health services rendered by the Free State Department of Health.
- We independently and impartially respond to health service providers and community complaints.
- We act as a central oversight agency for receiving all health service complaints.

HOW DO YOU LODGE A COMPLAINT?

- The complaint must be in writing.
- It is important that the complaint must be directly from you (the plaintiff) unless you are physically unable to do so.
- The incident must have happened within a period of twelve months.
- The complainant must exhaust all avenues of lodging a complaint available within the Free State Health Department before approaching the Office of the Ombudsperson.

WHERE CAN YOU FIND US?

Our office is on 4th floor Sinodale Building, Cnr St Andrews and President Brand Streets, Bloemfontein 9300.

Or you can call us at: 051 447 9766 / 051 447 9272

Or fax us at : 051 447 8048

Or email us at: mosothotmm@fshealth.gov.za

matlejoatm@fshealth.gov.za

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REMEMBER! "NO ONE SHOULD BE ONE'S JUDGE IN HIS/HER OWN CASE"



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FREE STATE PROVINCE