



SERVICE STANDARDS FOR THE OFFICE OF THE OMBUDSPERSON

PROMPTNESS

- ALL COMPLAINTS ARE GIVEN IMMEDIATE ATTENTION.

TELEPHONE

- HIGH REGARD FOR TELEPHONE ETTIQUETTE.
- GUIDANCE AND ADVICE ROUTINELY GIVEN.

PHYSICAL CONTACT

- SELF PRESENTATION ENCOURAGED AT ALL TIMES.
- PERSONNEL AVAILABLE AT ALL TIMES IN THE OFFICE DURING OFFICE HOURS.

INFORMATION

- BROCHURES – GENERAL INFORMATION ABOUT THE OFFICE READILY AVAILABLE ON THE HELP DESK.
- CONTACT DETAILS – ON THE BROCHURES.

CONFIDENTIALITY

- ALL INDIVIDUALS ARE UNIQUELY TREATED.

OFFICE HOURS

- SERVICE AVAILABLE 24 HOURS (INVESTIGATORS ON STANBY)
- OFFICE OPEN 08H00 – 17H00