

CATEGORY OF MATTERS THAT CAN BE BROUGHT TO THE OMBUD

Subject to the provisions of the Terms of Reference for the University of KwaZulu-Natal Ombud, the Ombud may deal with the following matters:

AC1 Students

- a) Academic issues (Exclusion. Admission, Appeals)
- b) Administrative policies, procedures, and/or practices
- c) Student employment disputes
- d) Fees and costs
- e) Campus housing
- f) Disciplinary matters
- g) Interpersonal conflicts
- h) Harassment/discrimination
- i) Environment, safety, and parking
- j) Thesis/committee
- k) Teaching/research assistantships
- l) Clinical training issues
- m) Client Service
- n) Health Issues
- o) Security Issues

AC2 Faculty Issues

- a. Teaching, research/creative activities, service
- b. Tenure and promotion
- c. Performance
- d. Professional development
- e. Workplace or departmental dispute
- f. Environment, safety, and parking

Office of the Ombud

Postal Address:

Telephone: +27 (0) 31 2603602 **Facsimile:** +27 (0) 31 2607504 **Email:** ombud@ukzn.ac.za **Website:** www.ukzn.ac.za



- g. Research funding issues
- h. Clinical affiliation issues
- i. Facilities and equipment
- j. Customer service

PSC1 Prospective Students

- a. Admission
- b. Financial aid
- c. Customer service

AFSC1 Alumni and Former Students

- a. Academic records
- b. Billing issue
- c. Letters of recommendation
- d. Customer service

ERC1 Employment Related Concerns

- a. Interpersonal conflict
- b. Harassment and discrimination
- c. Disciplinary Issues
- d. Classification and promotion
- e. Salary, benefits, and retirement
- f. Workplace or departmental dispute
- g. Environment, safety, and parking
- h. Customer service
- i. Performance
- j. Professional development

PPC1 Administrators

- a. Consultation about policies
- b. Consultation about procedures

c. Consultation about personnel matters

SC1 Stakeholder Concerns

- a. Concerns about the welfare of students and employees
- b. Customer service