



**COMPLAINT REFERRAL FORM**

**Office of the University Ombud**

Block 011 L Block

Westville Campus

E-mail: [ombud@ukzn.ac.za](mailto:ombud@ukzn.ac.za)

<p><b><u>For office use only:</u></b></p> <p>File Number.....</p> <p>Date received .....</p> <p>Mode of delivery.....</p>
---

Before you complete this form, please read the Terms of Reference for the University Ombud, available on <http://corporategovernance.ukzn.ac.za/business/ombud/Terms-of-Reference.aspx>

PARTY REFERRING THE COMPLAINT		
<i>If you are a parent referring the matter on behalf of the student please also complete Section B</i>		
Full names		
Staff number/ student number/ ID Number		
Physical Address		
	Postal Code	
College/Division		
Campus		
Contact numbers	Tel:	Cell:
E-mail address		

**Office of the Ombud**  
 Postal Address: Private Bag X54001, Durban 4000, South Africa  
 Website: [www.ukzn.ac.za](http://www.ukzn.ac.za)



Founding Campuses: ■ Edgewood ■ Howard College ■ Medical School ■ Pietermaritzburg ■ Westville

**SECTION B**

Who is involved in the matter and how can we contact them?

(If there is more than one party please attach a separate page with details of all parties.)

<b>Details of the Student</b>		
Full names		
Staff number/ student number/ ID Number		
Physical Address		
	Postal code	
College/Division		
Campus		
Position of Authority		
Contact numbers	Tel:	Cell:
E-mail address		

**SECTION C**

**Details of the complaint:**

Explain the nature of the problem: (If the space provided below is insufficient, please use a separate piece of paper and also attach any additional information that is relevant to the complaint).

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

What date did the event leading to the complaint happen?

.....

What steps have you taken to resolve the problem internally and who have you contacted?

.....  
.....  
.....  
.....

If you have not requested assistance from internal conflict resolution forum, please give reasons for contacting the Ombud in the first instance.

.....  
.....  
.....  
.....

Are there any pending legal proceedings relating to the complaint? If YES please give details:

.....  
.....

What solution do you require?

.....  
.....  
.....  
.....  
.....  
.....

Do you consent to disclosure of the information pertaining to the complaint to the other parties who are involved in this matter? If there is some information that you wish to keep as confidential please specify:

.....  
.....  
.....

Signature of the person referring the complaint:

.....

Date .....