



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Office of the City
OMBUDSMAN

eOmbud

User Manual

General enquiries:

Contact us on weekdays from **08:00 – 16:00** (excl. public holidays)

Telephone: 021 400 5487
Fax: 021 400 5952
Email: ombudsdirect@capetown.gov.za
SMS: 44781 (standard rates apply)

Counter queries and postal address:

3rd floor, Tower Block,
Cape Town Civic Centre,
12 Hertzog Boulevard,
Cape Town

(Wheelchair access via the 2nd floor, Tower Block, security entrance)

or:

1st floor, Old Granary Building,
Cnr Harrington and Long Market Street,
Cape Town

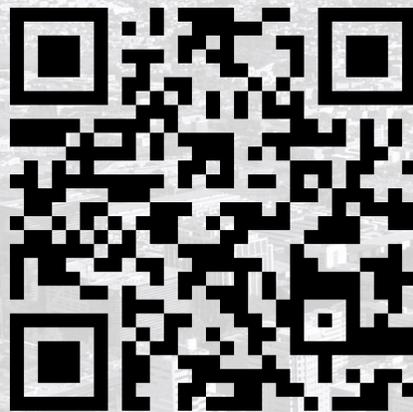


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Terminology and definitions

Alternative dispute resolution	To address the complaint in an informal, impartial and confidential manner.
Case	A complaint assigned for further and formal investigation by an investigating officer.
Complainant	Any person or body of persons who has lodged a complaint with the Office of the City Ombudsman (OCO).
Complaint	Any written complaint against the City that has been lodged with the OCO.
Complaints processing unit	<p>When you submit a complaint, we process and capture it on our internal tracking system and provide you with a unique complaint reference number. We then assess the complaint to determine if it is a last resort matter and if it falls within the mandate of the OCO in terms of the City Ombudsman By-law.</p> <p>Once the assessment is complete, we will inform you of the outcome. You can also contact our office and provide your unique complaint reference number for an update.</p>
C3 notification	<p>The Service Request (C3) Notification System is an electronic system for reporting and tracking service requests submitted to the City.</p> <p>The primary goal of service requests is to ensure effective service delivery throughout Cape Town. If you would like to submit a service request, report a fault in your area or log an issue, you can do so via our customer call centre at 0860 103 089 or online.</p>
Early Resolution Unit (ERU)	Conducts a fit-for-purpose preliminary review of all the complaints we receive. This review establishes if the complaint fits into the OCO's mandate, is a last resort matter, and if it can be resolved for the complainant quickly, without putting too much strain on our resources. If the preliminary assessment determines that the matter can be resolved without a formal investigation, the ERU will endeavour to resolve the complaint within 60 days, which reduces the risk of escalation into a formal investigation.
eOmbud	The OCO's complaints capturing and tracking portal.
Investigation Unit	<p>The unit undertakes independent investigations into complex complaints or where previous resolution attempts by the ERU have been unsuccessful. For these kinds of investigations, we follow either the classical investigation process or an alternative conflict resolution process. Once the unit completes the preliminary investigation, it can issue a report, which may indicate if:</p> <ul style="list-style-type: none"> • alternative dispute resolutions are available; • recommendations towards corrective action can be made; • the customer received a fair service; • the municipality complied with the relevant policies, procedures and legislation; or • we agree with the City officials.
Investigating officer	Investigates and addresses complaints of maladministration or a violation of rights.

Letter of consent	<p>Written authorisation from the complainant for a third party to act on his/her behalf; or</p> <p>Written authorisation for a third party to represent or act on the complainant's behalf; or</p> <p>Written legal authority given by the complainant to the third party to act on the complainants' behalf.</p>
Office of the City Ombudsman	<p>The OCO serves as a catalyst between the City administration and a complainant to, as far as possible, facilitate an amicable conclusion of the matters under dispute. The OCO usually acts as a last internal resort process, and is a voluntary option for conflict resolution.</p>
POPIA	<p>The Protection of Personal Information Act, 2013.</p>
The City	<p>The City of Cape Town is a municipality established by the City of Cape Town Establishment Notice No. 479 of 22 September 2000, issued in terms of the Municipal Structures Act, 1998, or any structure or employee of the City acting in terms of delegated authority.</p>

Introduction

The Ombudsman is an official appointed to independently investigate complaints about Council departments. The OCO acts as a facilitator between the complainant and the City.

Upon receipt of your complaint, the OCO will assess the matter to determine jurisdiction as per the City Ombudsman By-law and policy, and will notify you of the outcome. The Ombudsman cannot replace or perform the functions of City departments.

In terms of the City Ombudsman By-law, the OCO does not investigate:

- any legislative or executive decisions by the Council, any of its portfolio committees or subcouncils;
- any matter involving allegation of fraud, corruption or corporate crime as referred to in the City's Fraud Prevention Policy;
- any matter or dispute which must be dealt with or settled within the field of labour law;
- any allegation relating to financial irregularities;
- any cases where the complainant has not reported the matter to the relevant line department as first port of call;
- any alleged irregular conduct of a councillor;
- any complaint which is vexatious or frivolous;
- any tender-related matter; and
- administrative appeals.

Application summary

The aim of eOmbud is to assist in the submission and review of complaints lodged with the OCO through a five-stage process:

1. [User account registration](#). The information captured at this stage will be used as the main contact details of the complainant.
2. In order for our office to assess the complaint and comply with the POPIA, the user will need to indicate their decision by clicking "I consent to the processing of my personal information" or "I object to the processing of my personal information".
3. [Capturing and submitting a complaint](#) by following the three-tab process.
4. The assessment and preliminary investigation process of submitted complaints. Assessments and investigations are performed within the ambit of the [City Ombudsman By-law](#)

Complainants will receive two system notifications: First, to acknowledge the complaint, and second to inform you who the investigating officer assigned to your complaint is.

Please note: An investigating officer will not be assigned in complaints where the investigation of your complaint has not yet been concluded by the respective City line department or where the complaint is deemed outside the jurisdiction of the City Ombudsman By-law.

5. The investigation outcome.

Application home

Access

To access eOmbud, you will need internet access and a standard web browser. We recommend the following web browsers:

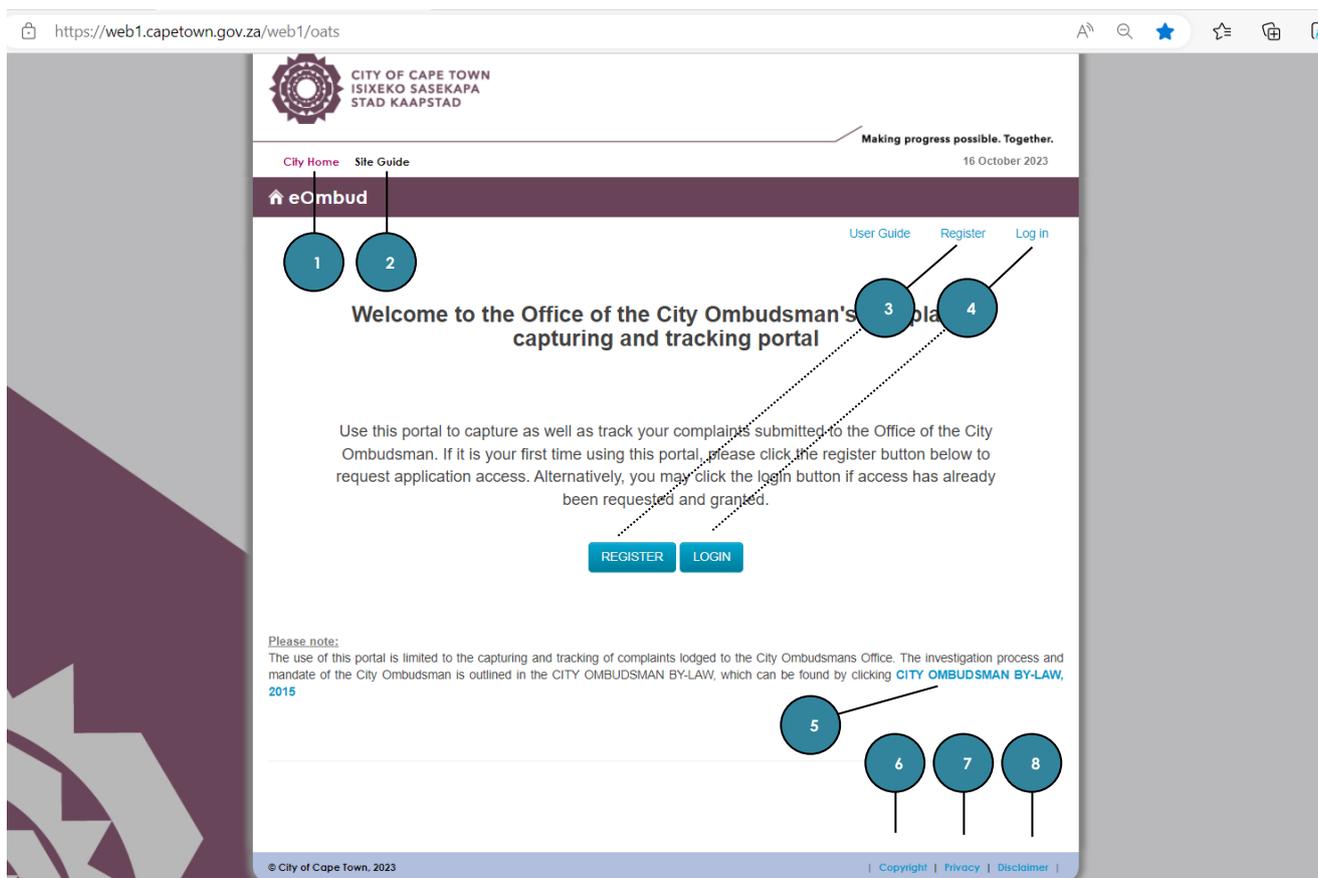
- Google Chrome
- Mozilla Firefox
- Safari
- Microsoft Edge

To access eOmbud, visit <https://web1.capetown.gov.za/web1/oats>

The screenshot shows a web browser window with the address bar containing the URL <https://web1.capetown.gov.za/web1/oats>. The page header displays the City of Cape Town logo and the slogan "Making progress possible. Together." along with the date "16 October 2023". The main content area is titled "Welcome to the Office of the City Ombudsman's complaints capturing and tracking portal" and includes instructions for users to register or login. A "Please note" section at the bottom provides additional information about the portal's scope and the City Ombudsman By-Law.

Navigation

See a description of the navigation links on the eOmbud home page below.



No.	Description
1	Link to the City's website
2	Guide to navigate the City's website
3	eOmbud registration screen
4	eOmbud login page
5	City Ombudsman By-Law
6	City's Copyright Policy
7	City's website Terms of Use Disclaimer
8	City's Privacy Policy

Registration

Initial use of application

Before a complaint can be submitted on eOmbud, you need to have a valid email address to register an account.

To register an account, click "Register" on the right-hand side of the navigation bar or in the centre of the homepage.



Welcome to the Office of the City Ombudsman's complaints capturing and tracking portal

Use this portal to capture as well as track your complaints submitted to the Office of the City Ombudsman. If it is your first time using this portal, please click the register button below to request application access. Alternatively, you may click the login button if access has already been requested and granted.



You will see a registration screen.

Register

If you are a first time Ombudsman Complaints application User, please familiarise yourself with the below before completing the online registration form.

- [User Guide \(View\)](#)
- [Terms of use \(View\)](#)
- [Privacy policy \(View\)](#)
- [City Ombudsman By-Law \(View\)](#)

Step 1:	<p>Read/familiarise yourself with these documents:</p> <ul style="list-style-type: none"> • The User Guide will assist you to submit your complaint successfully. • The Terms of use includes the City's Disclaimer, Privacy Policy and Copyright Statement. • The City's Privacy Policy is aimed at protecting visitors to its websites. • The City Ombudsman By-law provides for the procedures, roles and responsibilities of the OCO, as well as matters incidental thereto. <p>Confirm that you have read the necessary information by selecting the checkboxes.</p>
Step 2:	<p>Create a user account</p> <p>This is the application credentials that will be used to access the portal.</p>

After you have selected the checkboxes, you will see the registration screen below:

Email *

Password must be at least eight characters in length, contain at least one numerical character (e.g. 1, 2, 3) and contain at least one special character (e.g. !, @, #, \$, &)

Password *

Confirm password *

Either your South African ID number or your passport number must be entered

SA ID number

Passport number

Full name *

Surname *

Enter at least ONE mobile, telephone or fax number below

Mobile number

Telephone number

Fax number

Please retype the random generated security code without spaces. A window confirming successful submission will show after clicking the 'Register' button. If you have difficulty deciphering the captcha, click on the image to generate a new code

Captcha code 

Enter code without spaces: *

Already registered?
[Back to Login](#)

Step 1:	<p>Enter your email address</p> <ul style="list-style-type: none">• This is the email address all eOmbud notifications will be sent to.• This will also be your login email address. <p>*NB: If the email address is already registered, you will have to enter a new email address or perform a "Forgot your password" process to access the existing account.</p>
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Step 2:	Enter and confirm password: This is the password that will be used to access the application.
Step 3:	Enter a South African (SA) identity document (ID) or passport number: This number will be used as a unique identifier. *NB: If the SA ID or passport number is already registered, you will not be allowed to register another account.
Step 4:	Enter first name and surname
Step 5:	Enter a contact number: This will be the primary contact number when an official from the OCO needs to contact a complainant. A contact number can be a fax, telephone or mobile number, or a combination of all three.
Step 6:	Insert CAPTCHA code
Step 7:	Click Register

Account verification

Once the “New Account” registration form has been completed, a verification email link will be sent to the email address captured on the registration form. Once the link has been received, you will be required to click the link to verify the registered account. See an example of the verification email below.



Subsequent use of application

You only have to register once. After you have registered, you will access the platform with your registered email address and password every time you want to log in.

To access the login screen, click the “Log in” link on the right-hand side of the navigation bar on the homepage.



Welcome to the Office of the City Ombudsman's complaints capturing and tracking portal

Use this portal to capture as well as track your complaints submitted to the Office of the City Ombudsman. If it is your first time using this portal, please click the register button below to request application access. Alternatively, you may click the login button if access has already been requested and granted.

REGISTER

LOGIN

You will see the fields below:

[City Home](#) [Site Guide](#) 16 October 2023

🏠 eOmbud [User Guide](#) [Register](#) [Log in](#)

Log in

Email *

Password *

The Password field is required.

Remember me?

[LOG IN](#)

[Forgot your password?](#)

Not yet registered? [Register now](#)

[Resend verification email](#)

Enter your email address and password for application access

Forgot password

If you have forgotten your password, click "forgot your password" to create a new one.

City Home Site Guide 16 October 2023

eOmbud

User Guide Register Log in

Log in

Email *

Password *

The Password field is required.

Remember me?

LOG IN

Forgot your password?

Not yet registered? Register now

Resend verification email

Reset or create new password

To reset your password, enter the email address associated with your account and the CAPTCHA code shown on the screen.

City Home Site Guide 16 October 2023

eOmbud

User Guide Register Log in

Forgot password request

Email *

Captcha code 

Enter code without spaces *

SUBMIT

Click submit. You will receive an email which will direct you to a page where you can change your password.

noreply@capetown.gov.za
to me ▾

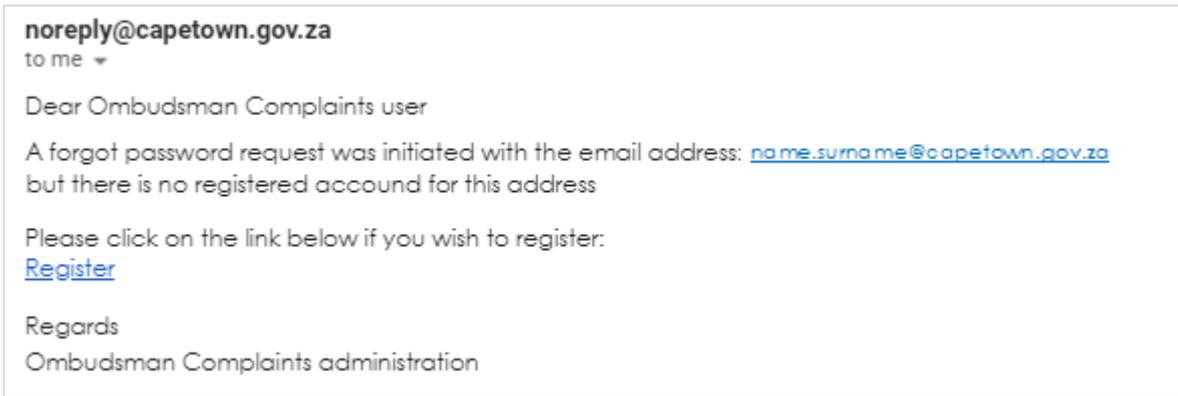
Dear Ombudsman Complaints user

A forgot password request was initiated with the following email address: name.surname@capetown.gov.za
If you did not initiate this, you can safely ignore this email.

To proceed with the forgot password request, click the link below:
[Proceed with Forgot Password request](#)

Regards
Ombudsman Complaints administration

Please note: If the email account is not registered on the system, you will receive the email below.



User navigation

Complainant dashboard

See a description of the navigation links on your dashboard below.

City Home Site Guide 16 October 2023

Home eOmbud

User Guide My complaints New complaint Hello melanie.meyer@capetown.gov.za Log off

Non-submitted complaints 1 2 3 4

These are the complaints which have yet to be submitted to the City Ombudsman for investigation. To continue capturing the complaint details or to submit it to the City Ombudsman, please click the **CONTINUE** link next to the relevant complaint in the table below.

Search:

Complainant	Directorate	Complaint type	Date saved	Action
No records to display				

My submitted complaints

These are complaints which have been submitted to the City Ombudsman for investigation. To view the progress of a complaint, please click its respective **VIEW** link and then navigate to the **Complaint status** tab of the subsequent page.

Search:

Complainant	Complaint number	Directorate	Complaint type	Date submitted	Status	Action
No records to display						

Other submitted complaints

These are complaints which you have captured on behalf of someone else. To view the progress of a complaint, please click its respective View link and then navigate to the Complaint status tab of the subsequent page.

Search:

Complainant	Complaint number	Directorate	Complaint type	Date submitted	Status	Action
No records to display						

No.	Directs you to...
1	Complainant dashboard home screen
2	Complaint capture screen
3	User account management screen
4	Logs you out of the application

Complaint

Once you have been registered on the application, you can start the process of submitting and monitoring complaints.

Submit a complaint

Complaints can be submitted via the "New complaint" link on your dashboard on the left of the navigation bar. You will see an introduction page where you can submit a complaint on behalf of yourself or someone else.

Once you have selected an option, you can start capturing the required information.

Protection of Personal Information Act (POPIA)

If you are submitting a complaint on behalf of yourself: Once you have clicked to indicate your decision to consent, you can start capturing the information required. However, if you object, you cannot continue with your complaint submission.

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eOmbud

User Guide My complaints New complaint Hello melanie.meyer@capetown.gov.za Log off

Protection of Personal Information Act 4 of 2013 (POPIA) Declaration

In order to comply with the Protection of Personal Information Act 4 of 2013 (POPIA) and for the Office of the City Ombudsman (OCO) to assess and investigate your complaint, we will need to process personal information about you.

This may include collecting and storing information relevant to your complaint from the City of Cape Town departments or persons/officials you have complained about, and sharing information with them and/or other relevant parties.

Please note: processing personal information is necessary for the OCO to investigate the complaint and failure to give consent will prevent this.

Please select an option below

I consent to process my personal information I object to process of my personal information

If you are submitting a complaint on behalf of someone else, and have confirmed that you have the consent from the third party, you may start capturing the information required. However, if you do not have the consent from the third party, you cannot continue with your complaint submission.

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eOmbud

User Guide My complaints New complaint Hello melanie.meyer@capetown.gov.za Log off

Please note:

If you are submitting this complaint on behalf of a third party then kindly provide the following documentation:

1. A letter/power of attorney containing permission from the third party to lodge a complaint on their behalf; and
2. Consent from the third party giving permission to the Office of the City Ombudsman (OCO) to process their personal information in order to assess and investigate their complaint.

Protection of Personal Information Act 4 of 2013 (POPIA) Declaration

In order to comply with the Protection of Personal Information Act 4 of 2013 (POPIA) and for the OCO to assess and investigate the complaint, we will need to process personal information. This may include collecting and storing information relevant to the complaint from the City of Cape Town departments or persons/officials and sharing information with them and/or other relevant parties.

Please note: processing personal information is necessary for the OCO to investigate the complaint and failure to give consent will prevent this.

Please select an option below:

I have the consent I do not have the consent

Information is captured over three tabs. Compulsory information required will be indicated on the relevant pages. Please note: You don't have to complete all the tabs in one session. You will be able to save your progress and return to complete the submission at another time.

Tab 1: Complainant details

eOmbud

[User Guide](#) [My complaints](#) [New complaint](#) Hello melanie.meyer@capetown.gov.za [Log off](#)

1. Complainant details 2. Complaint details 3. Communication method

Identity type

Identity number

First name

Surname

Email

Home telephone number

Work telephone number

Mobile number

Fax number

Residential Address

Search

Street number

Street name

Suburb

Address type

[Previous](#) [Next](#) [Save progress](#)

NB:

The information above will be pre-populated with the contact information captured during account registration. If you are submitting on behalf of someone else, all fields will be blank and you will have to enter all the relevant information.

Tab 2: Complaint details

A summary of the complaint and what it relates to (eg. water usage). This section also allows the complainant to upload any evidence or documentation initially submitted to the relevant City department.

eOmbud

User Guide My complaints New complaint Hello melanie.meyer@capetown.gov.za Log off

1. Complainant details 2. Complaint details 3. Communication method

Complaint type Select complaint type.. *

Description 2000 characters remaining *

Directorate Select a directorate/department

Does this complaint relate to the residential address? Yes No

Account number

C3 notification

Please note: Complaints lodged on behalf of a complainant, requires a signed Consent Letter

Consent Browse...
UPLOAD CLEAR
(Maximum upload size per file = 50 MB)
No consent letter uploaded

POPIA declaration consent provided Yes

Correspondence Browse...
UPLOAD CLEAR
(Maximum upload size per file = 50 MB)
No correspondence uploaded

Previous Next Save progress

Relevant correspondence to upload:

- Previous communication or evidence between the complainant and the City department or official.
- Municipal account statements if the issue is related to a municipal account query or dispute.
- Letter of consent from the complainant as well as relevant identity documents if you have been appointed to represent a complainant.
- If a complaint is submitted on behalf of someone else, a consent letter/letter of attorney needs to be uploaded under the consent section of the complaint details.

Tab 3: Communication method

In this section you are able to indicate your preferred communication method. You may also indicate the alternative contact or legally appointed representative who will be managing the complaint on your behalf if applicable.

The screenshot displays the eOmbud web application interface. At the top, there is a navigation bar with a home icon and the text 'eOmbud'. Below this, there are links for 'User Guide', 'My complaints', and 'New complaint'. On the right side of the navigation bar, it says 'Hello melanie.meyer@capetown.gov.za' and a 'Log off' link. The main content area features three large, light blue buttons representing the steps of the complaint process: '1. Complainant details', '2. Complaint details', and '3. Communication method'. The '3. Communication method' button is highlighted. Below these buttons is a form with the following fields: 'Alternative contact?' with radio buttons for 'Yes' and 'No' (the 'No' button is selected), 'Language' with a dropdown menu showing 'Select a language..' and a red asterisk, and 'Communication type' with a dropdown menu showing 'Select a communication type..' and a red asterisk. At the bottom right of the form are three buttons: 'Previous', 'Submit', and 'Save progress'.

NB:

Once you have captured all the necessary complaint information and clicked submit, the complaint form will be locked for editing.

Contact the OCO's administrative team using the communication channels listed on the general enquiries page.

Monitoring of complaint investigation

You can monitoring a complaint investigation on your dashboard – see the two work lists below.

My submitted complaints

These are complaints which have been submitted to the City Ombudsman for investigation. To view the progress of a complaint, please click its respective [VIEW](#) link and then navigate to the Complaint status tab of the subsequent page.

Search:

Complainant	Complaint number	Directorate	Complaint type	Date submitted	Status	Action
Melanie Meyer		WATER AND SANITATION	Account Query/ Dispute - Billing	05-10-2023	Complaint received	View

Other submitted complaints

These are complaints which you have captured on behalf of someone else. To view the progress of a complaint, please click its respective View link and then navigate to the Complaint status tab of the subsequent page.

Search:

Complainant	Complaint number	Directorate	Complaint type	Date submitted	Status	Action
No records to display						

Showing 0 to 0 of 0 entries Page

The statuses of a complaint review and investigation are as follows:

Status	Description
Complaint received	The complaint is submitted to the OCO.
Complaint acknowledged	The acknowledgement of the complaint by the OCO is noted. An acknowledgement letter with a complaint number will be uploaded to your complaint.
Complaint being assessed	The complaint is being assessed to determine the outcome, which can be one of the following: <ul style="list-style-type: none"> Out-of-jurisdiction complaint Complaint to be redirected or escalated to Council departments Complaint submitted for further investigation
Case allocated for investigation	The system will automatically generate a notification to inform the complainant that the case has been assigned to an investigating officer for further investigation. This notification provides the name and contact details of the investigating officer.

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User Guide My complaints New complaint
Hello melanie.meyer@capetown.gov.za Log off

- ▶ Complainant details
- ▶ Complaint details
- ▼ Complaint status

Status	Date	Description								
Complaint received	15/02/2019									
Complaint acknowledged	15/02/2019	Acknowledgement letter								
Complaint being assessed	15/02/2019									
Case allocated for investigation	15/02/2019	<div style="background-color: #f2f2f2; padding: 5px; margin-bottom: 5px;">Investigation officer details</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Name</td> <td>John Doe</td> </tr> <tr> <td>Email address</td> <td>John.doe@email.com</td> </tr> <tr> <td>Contact number</td> <td>021 400 1524</td> </tr> <tr> <td>Office number</td> <td>021 400 5487</td> </tr> </table>	Name	John Doe	Email address	John.doe@email.com	Contact number	021 400 1524	Office number	021 400 5487
Name	John Doe									
Email address	John.doe@email.com									
Contact number	021 400 1524									
Office number	021 400 5487									

System notifications

Notification type	Description
User account registration/verification email	This is the email that is sent to you when you register on the system. You will need to click the link to confirm access.
Complaint acknowledgement email	Received once a complaint is successfully received and acknowledged by the OCO.
Case and investigation officer assignment email	Received once a complaint has been assigned to an investigating officer.
Case resolution/outcome email	Received once a case has been resolved and an outcome has been reached.

Account management

Your user account can be managed via your login name on the navigation bar.

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Making progress possible. Together.

City Home Site Guide
16 October 2023

🏠 eOmbud

User Guide My complaints New complaint

Hello melanie.meyer@capetown.gov.za

Log off

Once you have clicked your username, you will see the screen below where you can edit your personal details (e.g. contact details) or change your password.

[City Home](#) [Site Guide](#) 16 October 2023

[Home](#) **eOmbud**

[User Guide](#) [My complaints](#) [New complaint](#) Hello [melanie.meyer@capetown.gov.za](#) [Log off](#)

Manage account
Change your account settings

Password: [\[Change your password \]](#)
Personal details: [\[Change your details \]](#)

Registered applications

These are all the applications that you have registered for and can access with the same credentials that you used for this site.

Application	Role
OATS	User