



# RHODES UNIVERSITY

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*Where leaders learn*

## **TERMS OF REFERENCE OF THE OMBUD AND FRAUD REPORTING PROCESS**

## **1) TERMS OF REFERENCE- OMBUD**

- 1.1 The office of an ombud (“the office”) has been created to assist persons or entities of the university (i.e. current and former students and their parents, academic, administrative and support staff, service providers and visitors) to make recommendations for problems deemed unresolved or not resolved to his/her satisfaction by the complainant after exhausting all mechanisms, despite such problems having been through all the university’s prescribed processes.
- 1.2 The university shall provide contact details, including an address, to which complaints, problems or concerns shall be referred to, for the attention of the ombud.
- 1.3 The office has not been established to replace any of the university’s existing structures to address problems or concerns. Any person or entity with a problem or concern must first refer any such to the university’s existing structures. If, having exhausted the internal existing university structures a problem or concern remains unresolved it can then be referred to the ombud.
- 1.4 The office of the Ombud is independent from the university’s structures and is not an agent for the university or any of its structures.
- 1.5 The office shall:
  - i. be accessible; and
  - ii. treat complaints or problems promptly and confidentially, in a fair and dignified manner;
- 1.6 The type of issues that may be referred to the ombud, other than fraudulent matters, shall include, but not be limited to the following:
  - i. problems deemed unresolved or not resolved to his/her satisfaction by the complainant after exhausting all mechanisms, despite such problems having been through all the university’s prescribed processes.
  - ii. a complaint that had been treated unfairly by one or more of the university’s structures; and;
- 1.7 The office shall:
  - i. analyse and investigate the complaint;
  - ii. invite the implicated person or structure to respond to the complaint (without compromising confidentiality and without adjudicating the complaint);
  - iii. identify the issues;
  - iv. provide advice and guidance on the manner in which to solve problems arising from or related to the university’s rules, policies, practises and procedures;
  - v. mediate in search of a solution, and
  - vi. make written recommendations;
- 1.8 The office has the power to consider the university’s rules, policies, practices and procedures and express an opinion thereon, with a view to advise the university administrators;
- 1.9 The office must give written reasons to a complainant in the event of declining to assist the complainant;
- 1.10 The office shall not:
  - i. make decisions for or on behalf of the university;
  - ii. act as agent of the person or entity that referred the complaint to it;
  - iii. award compensation to a complainant;
  - iv. give advice on academic related complaints or problems;
  - v. deal with a problem which should, first, have been referred to the university’s grievance procedures;
  - vi. give psychological counselling; and
  - vii. give legal advice, other than to refer the person or entity to a legal practitioner.

## 2. REPORTING FRAUD

- 2.1 Notwithstanding the above, in the event that there may be suspicion of fraud, such shall be reported directly to the whistleblowing hotline, as per below.
- 2.2 The reporting structure is independent from the university's structures and is not an agent for the University or any of its structures.

Report of fraud can be sent to the email address/contact number below.

[hotline@kpmg.co.za](mailto:hotline@kpmg.co.za) / [fraud@kpmg.co.za](mailto:fraud@kpmg.co.za)

<http://www.thornhill.co.za/kpmgfaircallreport>.

KPMG Hotfax – 0800 200 796