



**OCULARISTS ASSOCIATION OF SOUTHERN AFRICA** (NPC)

*An Eye on the Profession*

**Mr. Harry Rosen**

**Email address: [ombudsman@oasa.org.za](mailto:ombudsman@oasa.org.za)**

## **OFFICE OF OMBUDSMAN TO THE PROFESSION OF OCULARISTRY**

An independent service provided by the Ocularists Association of Southern Africa , primarily for the benefit of members of the public , practicing ocularists and/or members of other health care professions .

### **Role of Ombudsman.**

The responsibility of the Ombudsman is to:

- **Facilitate** the resolution of complaints or disputes
- **Advise** on ethical issues and/or dilemma encountered in professional practice

**NB. The Ombudsman appointed by OASA does not have jurisdiction or any powers by law to adjudicate on any matter brought to his attention. His role is restricted to facilitation and advice.**

The services provided by the Ombudsman are free to complainants

### **Who can Complain or seek advice?**

Any member of the public, ocularist or member of another health care profession may approach the Ombudsman .If unsure you are welcome to contact him at any time.

### **About our Office**

We operate according to the Rules of the Ombudsman, which are available on our website and guided by the Ethical Rules and Policy on Undesirable Business Practice of the Health Professions Council of South Africa (HPCSA).

The office of Ombudsman is not a statutory body but an independent service provided by OASA.

### **The office is committed to:**

- Independence
- Objectivity and impartiality
- Informality
- Promptness
- Effectiveness and Efficiency
- Confidentiality
- Applying principles of law and Ethical standard but underpinned by equity and fairness.

21 Kroton Street South Roodepoort 1709

T 084 482 4517 – E [info@oasa.org.za](mailto:info@oasa.org.za) – W [www.oasa.org.za](http://www.oasa.org.za)

DIRECTORS: JACKIE HEATLIE – PEDRO CARVALHO – GAIL ALTONA – BERYL CARVALHO – CHANTAL KRITZINGER

REGISTRATION NO: 2005/031380/08



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**The Way we work:**

On receiving a complaint, the following factors are taken into account:

- Onus of proof
- Probabilities
- Legal parameters
- Fair play

A process of facilitation will thereafter take place with the aim of resolving the complaint in an amicable, fair manner.

**Some important features**

- Our service is confidential. We do not publish the name(s) of either the complainant or any other party involved
- We will not become involved with any complaint if lodged two or more years from the date on which the complainant became aware or reasonably should have been aware that he or she had cause to complain.
- We will not entertain any complaint if it is the subject of past, current or contemplated legal action.
- Prescription (time constraints) is not a consideration as long as the complaint is under consideration by the Ombudsman

**What to do if you have an Enquiry or Complaint**

- Contact the party against whom you wish to lodge a complaint first
- Give the party concerned the opportunity to resolve the problem or complaint
- Contact us if you are not satisfied with the response
- Send your complaint by e-mail. Address details -as stated at the bottom of this leaflet?

You are welcome to contact the Ombudsman telephonically on 084 482 4517 at any time to discuss your issue but please note that no action will be taken, if applicable, until your complaint is received as per mechanisms described above and below...

Please provide us with

- > the name and contact details of the party against whom you are lodging the complaint
- > your name and contact details



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- > a factual summary of your complaint
- > any supporting documentation, photographs etc. referred to in the complaint and/or relevant or related correspondence

You do not need a lawyer to make use of our services

***- This leaflet is only a guide .The rules applicable to the Office of Ombudsman are available on request or on our web***

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