



The Office of the **Military Ombud** remains committed to conducting **independent, impartial** and **effective** investigation of complaints.

The Office of the **Military Ombud** continues to execute its statutory mandate in terms of the Military Ombud Act, 2012 (Act No. 4 of 2012), with a sustained focus on the fair, impartial, effective and expeditious investigation of complaints submitted by members and former members of the South African National Defence Force (SANDF) regarding their conditions of service.

The Office also investigates complaints submitted by **members of the public** regarding the **conduct of a member** of the SANDF on duty.



At the core of this mandate is the Operations function, where complaints are received, assessed for jurisdiction, investigated, and finalised in accordance with established prescripts. While supported by enabling legislation, Operations remains the central mechanism through which the Office gives practical effect to its mandate, while upholding fairness and procedural integrity.



This function continues to demonstrate efficiency in the resolution of complaints, achieving approximately a resolution rate of 77,07%, with limited carry-over of cases. The complaints handled largely relate to conditions of service, including service benefits, termination of service, remuneration, appointments, promotions, placement and utilisation, as well as access to training and development, alongside a range of other issues presented to the Office.

In giving effect to its mandate, the Office ensures that matters are addressed through the appropriate channels. Not all complaints fall within its jurisdiction, and where necessary, matters are referred to the Department of Military Veterans, the Public Protector of South Africa, the Secretary for Defence (SecDef) or other relevant statutory bodies for further handling.



This approach ensures that complainants are directed to the correct institutions for redress, while preserving the integrity of the Office's mandate. The Office also emphasises compliance with the Department of Defence internal processes, particularly the Individual Grievance Regulation (IGR) process, as a necessary step before approaching the Office of the Military Ombud.

To further strengthen the effectiveness of investigations, the Office continues to build internal capacity, improve monitoring of case outcomes, and enhance the use of systems and processes that support timely, transparent and fair complaints resolution. Engage-



ment between the Military Ombud and Chief of the SANDF Liaison Forum remains an important mechanism for addressing bottlenecks, monitoring complaints progress, and facilitating the implementation of recommendations.



In addition, Alternative Dispute Resolution (ADR) mechanisms such as mediation and conciliation are utilised, where appropriate, to support the expeditious resolution of complaints. While the Office finalises complaints within its mandate, recommendations are submitted to the Minister of Defence and Military Veterans for consideration, reinforcing accountability within the broader defence environment.



Operational effectiveness is further strengthened through key enabling functions, including the implementation of the outreach programme, communication and research. Through targeted outreach and sustained stakeholder engagement, the Office continues to improve accessibility and awareness among current and former members of SANDF and the public. In addition, ongoing collaboration with SANDF command structures, other oversight institutions with similar mandates, government, institutions of higher learning, and other stakeholders strengthens the coordinated implementation of stakeholder engagement initiatives.

The Office serves in a fair, impartial, and independent manner, upholding fairness and administrative justice while strengthening accountability and building trust. In doing so, it contributes to the promotion and protection of the fundamental rights of SANDF members.

With soldiers already deployed under Operation Prosper in various parts of the country in support of law enforcement operations, members of the public are informed that the Office is available to provide assistance when the need arises.



For further enquiries, please contact the Office of the Military Ombud through the following channels:

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