



*The Ombudsman*



A retirement lifestyle  
ensuring peace of mind  
'n Aftreeleefstyl met gemoedsrus

## What is an Ombudsman?

An Ombudsman in our context is an independent authority who promotes or campaigns for the rights of the residents of Trans-50 centres. It is the responsibility of the Ombudsman to investigate complaints or suggestions made by or on behalf of any resident. She has to give feedback and make recommendations to relevant stakeholders on the outcome of the investigation.

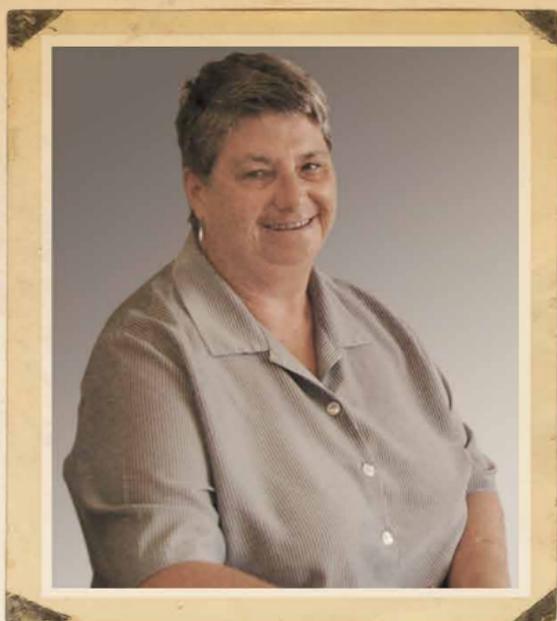
The Ombudsman provides information and makes recommendations to all stakeholders regarding internationally accepted standards relating to quality of life issues and the legal rights of Trans-50 residents, as determined by current South African legislation.

The Ombudsman interacts with residents, their families and friends, interested members of the broader community as well as public and private agencies to enhance the quality of life of residents in Trans-50 centres.

## Who uses the Ombudsman?

- Residents of any Trans-50 centre.
- Family members and friends related to Trans-50 residents.





*Pat Lindgren*

## Who is your Ombudsman?

Having said farewell to our previous Ombudsman, Jaco Hoffman, representatives of Trans-50 residents appointed Pat Lindgren as the new Ombudsman for Trans-50.

Pat was born and raised in Cape Town. Her work with older persons spans many years. Firstly through church outreaches and then from 1997 through her involvement in establishing and co-ordinating the first South African telephone help line, HEAL (Halt Elder Abuse Line).

Pat is currently Director of Action on Elder Abuse SA and serves as a member of the interim Board of Directors for the SA Older Persons' Forum and is the South African representative for the International Network for the Prevention of Elder Abuse (INPEA). Her work includes lobbying and advocacy, as well as making submissions on issues and legislation affecting older persons.

Pat is married and is the proud mother of three children and grandmother of three.

## What does the Ombudsman programme do for you?

- Receives, investigates and seeks to resolve concerns/complaints on your behalf.
- Ensures understanding and protection of your rights.
- Protects privacy and confidentiality.
- Provides information and referral regarding care programmes and facilities.
- Identifies and seeks to remedy gaps in services rendered by the centre, Trans-50, the South African Government and/or the community.
- Makes recommendations for improvement in regulations.
- Promotes the highest standards in terms of quality of life and care programmes and services.

**Ombudsman services are confidential and free!**

## What types of complaints are handled?

- Problems pertaining to residents' rights.
- Systemic problems - for example, lack of communication.
- Breach of contract.
- Exploitation or possible exploitation.
- Abuse of any kind by co-residents, employees of the centre or family members of the resident.
- Any concern about quality of care or treatment.

*“Ombudsman” is a Swedish word meaning citizen representative or advocate.*

## How to lodge a complaint?

- By letter, giving details of the complaint, faxed to the below mentioned fax number.
- Telephonically.
- Electronically via e-mail.
- Personally, whenever possible.

Fax, telephone and e-mail facilities are available at each of our centres.

## Where to lodge a complaint?

There are different options available to the complainant when lodging a complaint. You may choose to work:

- Through the elected resident representative, i.e. Chairperson of the House Committee or Management Committee,

OR

- Directly with the Ombudsman:

Mrs. Pat Lindgren

Tel: (021) 424 0574

Fax: (021) 426 5530

Cell No: 083 274 6620

E-mail: [pat@actiononelderabusesa.co.za](mailto:pat@actiononelderabusesa.co.za)



## What to consider before calling the Ombudsman!

You are always most welcome to immediately contact the Ombudsman but, kindly consider the following suggestions:

- Make use of the centre's complaints or grievance procedure. If possible, try to resolve complaints through the procedure at the centre first.
- Be prepared. Be organised and have your concerns in writing to be more effective in stating the necessary facts or detailing your concerns.

## The cost of lodging a complaint

- The complainant is responsible for the initial costs, i.e. telephone call, postage stamps, fax, e-mail, etc.
- All and any costs arising out of a complaint and the consequent investigation are for the account of Trans-50.

