

THE UNIVERSITY OF KWAZULU-NATAL



THE AFRICAN OMBUDSMAN RESEARCH CENTRE  
(AORC), A RESEARCH AND TRAINING ARM OF  
THE AFRICAN OMBUDSMAN AND MEDIATORS'  
ASSOCIATION (AOMA) IN COLLABORATION WITH  
THE INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)

- Cordially invite you to a webinar -  
**SYSTEMIC INVESTIGATIONS**

Systemic Investigations are conducted when the Office of the Ombudsman, on its own initiative, investigates government activities and practices to ensure that policies and procedures are being followed and are fair. The aim of systemic or own initiative investigations is to address systemic problems with a view to improving the public administration and to hold it accountable.

Therefore, the scope of the Ombudsman's inquiry is concerned not only with identifying individual or systemic failure but to engage with the systems of government in order to ensure systemic redress with the purpose of preventing repeated administrative failure.

The discussion will focus on the following:

- What is a systemic investigation?
- What is the purpose of conducting systemic or own initiative investigations?
- What does a systemic investigation entail?
- A discussion on systemic investigation methodology.
- Planning and conducting a systemic investigation.

This Webinar is an excellent opportunity to enhance the capacity of African Ombudsman throughout the continent in their tasks relating to Systemic Investigations. It will also contribute to the development of skilled resources within the Ombudsman institutions to the benefit of each participating country and Africa as a whole.

Please click on the [RSVP link](#) below should you wish to participate.

**DATE**

Tuesday, 08 June 2021

**TIME**

10h00 – 11h30

**SPEAKERS**

Speaker 1:

Adv. Arlene Brock, former Director of AORC and former Ombudsman of Bermuda

Speaker 2:

Hon. Martha Chizuma – former Ombudsman of Malawi

Speaker 3:

Ms. Barbara Finlay - Deputy Ombudsman of Ontario

**FACILITATOR**

Adv. Busisiwe Mkhwebane, Public Protector, South Africa, President of AOMA,  
Chairperson of AORC Board

[RSVP HERE](#)

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela (Lwelela@ukzn.ac.za) or Marion Adonis (adonism@ukzn.ac.za) by **10:00 on Monday, 07 June 2021** or use the Q & A function during the webinar. Time has been allocated for a response to questions raised before and during the session. If there is insufficient time to respond to all, the questions and answers will be made available on the AOMA/AORC website [www.aoma.ukzn.ac.za](http://www.aoma.ukzn.ac.za).

**ENQUIRIES ONLY**

Franky Lwelela  
Email : Lwelela@ukzn.ac.za



Marion Adonis  
Email : adonism@ukzn.ac.za

# SPEAKER & FACILITATOR

## PROFILES



**Adv. Busisiwe Mkhwebane** is South Africa's fourth Public Protector and was appointed to office in October 2016. (<http://www.pprotect.org>) She is the current President of the African Ombudsman and Mediators Association (AOMA), a continental body of Public Protector-like institutions. She is also the Board Chairperson of the African Ombudsman Research Centre, which assists the AOMA with research, information, capacity-building and advocacy. In December 2018, she was elected the President of AOMA during the association's sixth General Assembly in Kigali, Rwanda.

**Adv. Arlene Brock** is a 2020-21 Senior Fellow (2019 Fellow) of the Advanced Leadership Initiative at Harvard University. She is developing an animated video vignette series for middle-school age that presents counter-narratives to the negative stereotypes of Black peoples that have persisted over the past four centuries. Previous professional work includes launching the Ombudsman institution in Bermuda as the island's first National Ombudsman (a Constitutional Official who investigates complaints about the delivery of public services), Director of the African Ombudsman Research Center in South Africa (research on and capacitating 44 National Ombudsman throughout the Continent), mediator with Conflict Management Inc., insolvency lawyer and labor lecturer. She has served as Chair of the Police Complaints Authority and Permanent Arbitration Tribunal in Bermuda. She holds Honorary Life Memberships in the International Ombudsman Institute (formerly Board member / Chair of the Training Committee and V-P of the Caribbean / Latin American region) and the Caribbean Ombudsman Association.



**Hon. Martha Chizuma** was appointed the Ombudsman of the Republic of Malawi on 1st December 2015. ([www.ombudsmanmalawi.org](http://www.ombudsmanmalawi.org)) Her holding of the position of the Ombudsman constitutionally makes her a Commissioner of the Malawi Human Rights Commission, a Commissioner of the Malawi Police Service Commission and an Inspector of Prisons. She holds a Master of Laws with credit in International Law and World Economy from the University of East London (2007) and Bachelor of Laws (Hons) Degree from University of Malawi (2002). She served as Legal Counsel for Limbe Leaf Tobacco Company Limited from 2011 to 2015. Before joining the private sector, she worked with Malawi Government as a judicial officer for about 9 years. Between 2002 to 2011 she held various judicial positions including Senior Resident Magistrate, Assistant Registrar of the High Court and Supreme Court of Appeal and Deputy Chairperson of the Industrial Relations Court. She currently serves on the Board of the International Ombudsman Institute as a director of the African Region. She is also Treasurer of the African Ombudsman and Mediators Association(AOMA) and a board member of the Electoral Institute of Southern Africa.

**Ms. Barbara Finlay** has been involved in Ombudsman work for over 20 years and has been with the Office of the Ontario Ombudsman since 2005. As Deputy Ombudsman, she is responsible for the daily operations of the Office, including the investigation and resolution of more than 26,000 complaints per year. She played a lead role in steering the Office through its recent transition, expanding its mandate to include children and youth in care and French language services. Ms. Finlay is active in training members of the Ombudsman community and regularly speaks to a wide variety of stakeholder groups on the role of the Ombudsman in promoting good governance. Prior to joining the Ontario Ombudsman, she served as the Director General of Operations for Canada's first military Ombudsman. She was one of the original team members involved in the creation of the National Defence and Canadian Forces Ombudsman in 1998. Ms. Finlay holds an undergraduate degree from the University of Ottawa in Social Sciences and Criminology. She graduated from the University of Ottawa Common Law Program in 1992 and was called to the bar in 1994.

