

THE UNIVERSITY OF KWAZULU-NATAL  
&  
THE AFRICAN OMBUDSMAN RESEARCH CENTRE  
(AORC), A RESEARCH AND TRAINING ARM OF  
THE AFRICAN OMBUDSMAN AND MEDIATORS'  
ASSOCIATION

- Cordially invite you to a webinar -

Dealing with Challenging Behaviour

Ombudsman worldwide share a lot in common, from similarities in jurisdiction and functions to funding and resource challenges. Perhaps most common is the experience of dealing with challenging behaviour from people who use their services. Equally, people who handle complaints in government often say the most challenging part of their job is managing the behaviour of some people who complain.

People may be angry or frustrated when they approach the Ombudsman, sometimes with good reason. They might be vulnerable or distressed. People might not listen to the advice provided, and occasionally, they may demonstrate abusive or threatening behaviour. Although this kind of behaviour is hard to deal with, there can be a legitimate grievance at the heart of related complaints.

In collaboration with the IOI, AORC's next Webinar, 'Dealing with Challenging Behaviour,' will provide skills to deal with this challenge.

The Webinar entitled, 'Dealing with Challenging Behaviour' would discuss what challenging behaviour is, how to productively deal with challenging behaviour, and in addition, provide clear guidance to Ombudsman offices on how to effectively deal with challenging behaviour.

PLEASE CLICK ON THE RSVP LINK IF YOU WISH TO JOIN THE WEBINAR.

WEBINAR DETAILS

DATE

TUESDAY, 15 NOVEMBER 2022

TIME

10H00 – 11H30

SPEAKERS

HON. JOSEPH WHITTAL

COMMISSIONER FOR THE COMMISSION ON HUMAN RIGHTS AND ADMINISTRATIVE JUSTICE (CHRAJ)  
GHANA

ADV. NEELS VAN DER MERWE

SENIOR INVESTIGATOR : KNOWLEDGE MANAGEMENT  
OFFICE OF THE PUBLIC PROTECTOR SOUTH AFRICA

&

MS. DEBORAH GLASS

VICTORIAN OMBUDSMAN  
AUSTRALIA

FACILITATOR

HON. VUSUMZI MAGWEBU

OMBUDSMAN OF THE CITY OF CAPE TOWN  
SOUTH AFRICA

[CLICK HERE TO RSVP](#)

Due to time constraints, there will be no live questions and answers. Participants may however submit relevant questions to [Franky Lwelela \(Lwelela@ukzn.ac.za\)](mailto:Lwelela@ukzn.ac.za) or [Marion Adonis \(adonism@ukzn.ac.za\)](mailto:adonism@ukzn.ac.za) by 10:00 on Monday, 14 November 2022, or use the Q & A function during the Webinar. Time has been allocated to respond to questions raised before and during the session. In case of insufficient time to respond to all questions, answers will be sent to participants after the Webinar.

ENQUIRIES ONLY

Marion Adonis

Email : [adonism@ukzn.ac.za](mailto:adonism@ukzn.ac.za)

OR

Franky Lwelela

Email : [Lwelela@ukzn.ac.za](mailto:Lwelela@ukzn.ac.za)

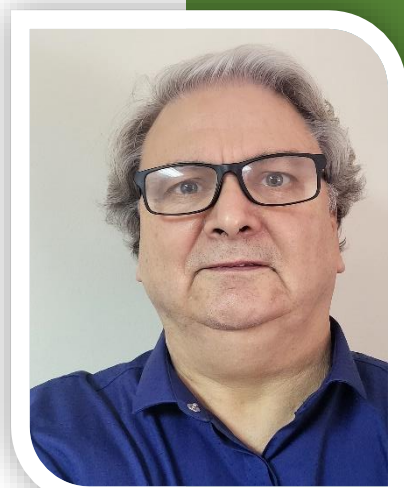
# SPEAKER & FACILITATOR PROFILES



**Hon. Joseph Akanjolenur Whittal**, Commissioner of the Commission on Human Rights and Administrative Justice (CHRAJ) and Chair of the Governing Council with supervisory oversight over all functions of CHRAJ, was appointed Commissioner in December 2016. He joined the Commission in 1994 as Upper East Regional Director and was later appointed Director, Legal and Investigations at the Head Office between 2008 and 2012. He served as Deputy Commissioner of Legal and Investigations for the Commission from 2012. He is currently the Chairman of the Working Group (WG) of the Network of African National Human Rights Institutions on the 2030 Agenda for Sustainable Development Goals (SDGs) and the African Agenda 2063. He is also the Vice Chairman of the Network of African National Human Rights Institutions (NANHRI). Mr. Whittal, a Doctoral Candidate at the Doctor

of Business Leadership (DBL) of the prestigious Paris-based IPAG Business School/Nobel International Business School, has been elected Bureau Member (Member of the Governing Board) of the Geneva-based Global Alliance of National Human Rights Institutions (GANHRI), representing the Network of African National Human Rights Institutions on the World Body.

**Adv. Neels vd Merwe** has almost 26 years of experience in Ombudsmanship and investigations, having commenced employment at the PPSA in January 1997 as a Senior Investigator. In 2010 He was appointed as Manager: Knowledge Management and Research. Neels main task as Knowledge Manager was to provide research support at various levels in the office, including concept papers, research support, notes for speaking engagements, research on legislation and for submissions to Parliament, and international engagements of the Public Protector and Deputy Public Protector (AOMA and IOI). He is responsible for, or contributing to developing guidelines, policies, handbooks, and standard operating procedures in respect of various aspects of the work of the Public Protector and is often requested to represent the Public Protector's task teams and workshops with other stakeholders. He is currently the Senior Manager: Legal Services in the Office of the Public Protector and has occupied this position since August 2022.



**Ms. Deborah Glass** is the Victorian Ombudsman. She was appointed to a 10-year term in March 2014. Her office looks at Victorian government departments, local councils, statutory bodies, and contractors' decisions and actions. Deborah was raised in Melbourne and studied law at Monash University. She practiced law briefly before leaving Australia, working for an investment bank in Switzerland before moving into a career in financial services regulation in Hong Kong and London. She then moved into police oversight and became a Commissioner of the Independent Police Complaints Commission of England and Wales, heading up criminal and misconduct investigations into police. In 2008, Deborah was appointed IPCC Deputy Chair and, in 2012, was awarded an OBE for her service. Deborah is on the board of the International Ombudsman Institute, which connects more than 190 Ombudsman offices worldwide, and is also a

member of the Australian and New Zealand Ombudsman Association. Deborah is committed to ensuring fair and reasonable decision-making and improving public administration. She holds a firm belief in public sector integrity and advancing human rights.

**Hon. Vusumzi Magwebu "Vusi"** is the City Ombudsman of the City of Cape Town "City" since 1 June 2020. Previously he was a candidate Commissioner at the Commission for Conciliation, Mediation and Arbitration "CCMA" in Cape Town and prior to that, was a Member of the 5th democratic parliament in South Africa. He has vast experience in investigations from both private and public sectors. He is a former prosecutor and was also a senior investigator with the office of the Public Protector, South Africa. Among his achievements, he pioneered forensics practice in an Audit Firm. He holds a Bachelor of Law degree; Diploma in Forensic Investigations, Diploma in Labour Law (distinction) and a competency certificate in Report Writing. He is an affiliate member of The Association of Certified Fraud Examiners "ACFE" in good standing. He enjoys local choral music of isicathamiya and mbube and wanted to be a singer when he was young as he wanted to make the world dance to African sounds, however he realized that he can't hold a note and chose to study law instead so as to keep the world fair and just to all people.

