

THE UNIVERSITY OF KWAZULU-NATAL



THE AFRICAN OMBUDSMAN RESEARCH CENTRE
(AORC), A RESEARCH AND TRAINING ARM OF
THE AFRICAN OMBUDSMAN AND MEDIATORS'
ASSOCIATION (AOMA)

- Cordially invite you to a webinar -
RECALCITRANT RESPONDENTS

The Ombudsman is an independent, impartial public official with authority and responsibility to receive, investigate or informally address complaints about government actions, and, when appropriate, make findings and recommendations, and publish reports. The Ombudsman conducts inquiries and investigations in an impartial manner, free from bias and conflicts of interest. The details of events provided by witnesses/respondents are a critical element of the evidence gathered in these investigations. Witness testimony is the verbal account of events or knowledge of the facts relevant to the complaint. Witness statements assist the investigator in finding fair resolutions to those complaints. In certain instances, the investigator is faced with recalcitrant or difficult respondents who can hamper the progress of the investigation. These recalcitrant witnesses can also have a negative impact on the investigation by discouraging others from cooperating in the investigation. This facilitated discussion will focus on the possible reasons why respondents refuse to cooperate, how to productively deal with recalcitrant or difficult respondents and additionally, to explore techniques to encourage recalcitrant witnesses to cooperate. This Facilitated Discussion is an excellent opportunity to enhance the capacity of African Ombudsman throughout the continent in their tasks relating to dealing with recalcitrant respondents in 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, 29 June 2021

TIME

10h00 – 11h30

SPEAKERS

Speaker 1:

Hon. Augustine N. Makgonatsotlhe, Ombudsman of Botswana,
AOMA EXCO - Regional Coordinator (Southern Africa)

Speaker 2:

Ms. Deborah Glass, Victorian Ombudsman (Australia), IOI Board member

Speaker 3:

Dr. Ahmed Aboul Wafa, Member of the National Council for Human Rights of Egypt

FACILITATOR

Adv. Kholeka Nompilo Gcaleka, Deputy Public Protector, South Africa

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, 28 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.

Language: Simultaneous interpretation will be available in English, French, Arabic and Portuguese.

ENQUIRIES ONLY

Franky Lwelela
Email : Lwelela@ukzn.ac.za



Marion Adonis
Email : adonism@ukzn.ac.za

SPEAKER & FACILITATOR

PROFILES



Adv. Kholeka Nompilo Gcaleka was appointed Deputy Public Protector at the end of January 2020 for a seven-year renewable term of office effective 01 February 2020. She holds an LLB Degree and nearing completion of her Master's Degree in Commercial Law with Johannesburg University. Prior to her appointment, Adv. Gcaleka was a Special advisor to the Minister of Public Service and Administration and was prior to that doing consultancy work mainly in the criminal justice space. She also formed part of a committee of inquiry into the state of affairs in municipalities across the Gauteng Province. Between October 2016 and November 2018, she was a Special Adviser to the Minister of Home Affairs and Finance after spending a period spanning more than 12 years at the National Prosecuting Authority (NPA), where she rose to the position of Senior Deputy Director of Public Prosecutions in 2011. Adv. Gcaleka is a former National Chairperson of the Society of State Advocates of SA and a member of the Black Lawyers Association.

Mr Augustine Ntshomane Makgonatsotlhe who is the fourth Ombudsman of the republic of Botswana is a distinguished legal practitioner and public servant who has extensive experience in the field of human rights. He was appointed into office in June 2016 and is now into his second term as Ombudsman. Mr Makgonatsotlhe currently holds the post of Regional Coordinator for the African Ombudsman and Mediators Association (AOMA) – Southern Africa Region, having been elected to the post at a General Assembly in Rwanda in 2018. From 2007 until 2016, he has served as the Secretary for Defence, Justice and Security in the Ministry of Defence, Justice and Security, where he has been responsible for ensuring that Botswana complies with her treaty obligations especially the reporting and domestication of human rights conventions, treaties and protocols under various human rights treaty bodies. As Secretary for Defence, Justice and Security, Mr Makgonatsotlhe has been further responsible for policy formulation and development of legislation.



Ms Deborah Glass is the Victorian Ombudsman. She was appointed to a 10-year term in March 2014. Her office looks at the decisions and actions of Victorian government departments, local councils, statutory bodies and their contractors. 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 world-wide, and is also a member of the Australian and New Zealand Ombudsman Association. Deborah is committed to ensuring fair and reasonable decision making, and to improving public administration. She holds a firm belief in public sector integrity and advancing human rights.

Dr Ahmed Aboul Wafa is a Member of the National Council for Human Rights (CNDH), Egypt and Professor of International Law at the Faculty of Law, Cairo University. He has written a number of publications in the field of human rights in addition to articles in scientific journals and periodicals in Arabic, French and English. Since 2018, he has been in charge of the Universal Periodic Review (UPR) with the organization of French-speaking African human rights institutions AFCNDH, under the Francophonie and has made many contributions to it. Generations of students and researchers at the CNDH recognize him for his rich scientific background and remarkable kindness.

