



## **SAVE THE DATE - WEBINAR**

Ombudsman institutions are often confronted with complex complaints requiring both investigative rigour and constructive dialogue — but how can ADR and investigation be effectively integrated to resolve cases more fairly and efficiently?

### **ENHANCING EFFICIENCY IN CASE RESOLUTION: INTEGRATING ADR AND INVESTIGATION TECHNIQUES**

Organized by the African Ombudsman Research Centre (AORC), the research and training arm of the African Ombudsman and Mediators Association (AOMA), based at the University of KwaZulu-Natal (UKZN). In Collaboration with the International Ombudsman Institute (IOI)

Ombudsman institutions frequently manage cases involving factual disputes, systemic maladministration, and strained relationships between citizens and public authorities. In many instances, investigation alone or ADR alone may not be sufficient. This webinar will explore how combining both approaches in a structured and strategic manner can improve outcomes, strengthen public trust, and reduce case backlogs.

❖ Through expert insights and practical reflections, the session will explore how Ombudsman offices:

- ✓ Decide when ADR is appropriate and when a formal investigation is required.
- ✓ Integrate mediation and investigative tools within the same case.
- ✓ Resolve complex complaints more efficiently and fairly.
- ✓ Maintain procedural fairness, credibility, and institutional trust while improving service delivery.

Date: Tuesday, 03 March 2026

Time: 10:00 (SAST, GMT+2)

Duration: 1 hour and 30 minutes

Platform: Online via Zoom

⌚ Why Attend? Gain practical guidance on hybrid dispute resolution approaches. Learn how to strengthen case handling strategies. Engage directly with leading Ombudsman practitioners during an interactive Q&A session. Enhance your institution's efficiency, consistency, and public impact!

#### **CLICK HERE TO REGISTER**

Register in advance to secure your spot! An official invitation, order of proceedings & details of speakers will follow soon

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