



**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 special webinar in celebration of South African Women's Month -**

**HANDLING GENDER-BASED VIOLENCE AND DISCRIMINATION COMPLAINTS**

Gender-based violence and discrimination remain serious governance and human rights concerns. For Ombudsman institutions, these complaints can involve power imbalances, trauma, fear of retaliation and systemic barriers that make it difficult for survivors to seek justice.

In celebration of South African Women's Month, this webinar brings together distinguished practitioners from different regions to explore how Ombudsman institutions can investigate and resolve these sensitive complaints effectively, fairly and without causing further harm.

✦ This webinar will explore:

- ✓ The legal and policy framework underpinning Ombudsman work on gender-based violence and discrimination
- ✓ Practical methodologies and best practices for investigating GBV and discrimination complaints
- ✓ Trauma-informed and survivor-centred approaches throughout the complaint-handling process
- ✓ How investigations can strengthen accountability, institutional learning and systemic reform

Participants will gain practical insights into building complaint-handling processes that are rights-based, gender-sensitive, trauma-informed and survivor-centred, while strengthening the confidence of survivors in Ombudsman institutions.

**Who Should Attend:** Ombudsman, Ombudsman office staff, oversight actors, and professionals interested in public accountability, gender equity, human rights and governance.

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

**DATE**

**TUESDAY, 18 AUGUST 2026**

**TIME**

**10H00 – 11H30 AM SA (GMT + 2)**

**SPEAKERS**

**SPEAKER 1 – JUSTICE FLORENCE MUMBA  
FORMER OMBUDSMAN OF ZAMBIA**

**Understanding Gender Rights: The Legal and Policy Framework for Ombudsman Work on Gender-Based Violence and Discrimination**

**SPEAKER 2 – MS. IRINE CHIKHLADZE  
DEPUTY OMBUDSMAN OF GEORGIA**

**Investigating Gender-Based Violence and Discrimination Complaints: Ombudsman Methodologies and Best Practices**

**SPEAKER 3 – MS. VERÓNICA MANQUEL  
COORDINATOR, GENDER AND SEXUAL DIVERSITY TEAM, OFFICE OF THE PARLIAMENTARY COMMISSIONER FOR THE  
PENITENTIARY SYSTEM OF ARGENTINA**

**Trauma-Informed and Survivor-Centred Approaches: Lessons from Argentina on Investigating Gender-Based Violence in Places of Detention**

**FACILITATOR**

**ADV. INGRID HUSSELMANN  
CHIEF: OFFICE OF THE OMBUDSMAN OF NAMIBIA**

**CLICK HERE TO RSVP**

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela ([FrankyAorc@pprotect.org](mailto:FrankyAorc@pprotect.org)) or Marion Adonis ([MarionAorc@pprotect.org](mailto:MarionAorc@pprotect.org)) by 10:00 on Monday, 17 August 2026 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 posted on our website [www.aoma.ukzn.ac.za](http://www.aoma.ukzn.ac.za).

**ENQUIRIES ONLY**

**Marion Adonis**

Email : [MarionAORC@pprotect.org](mailto:MarionAORC@pprotect.org)

OR

**Franky Lwelela**

Email : [FrankyAORC@pprotect.org](mailto:FrankyAORC@pprotect.org)

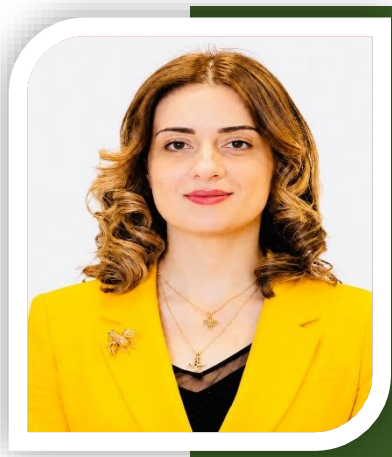
# SPEAKER & FACILITATOR PROFILES



**Justice Florence Ndepele Mwachande Mumba** was born in Zambia in 1948 and obtained her Bachelor of Laws from the University of Zambia in 1972. She served as Legal Counsel from 1973 to 1980 before becoming Zambia's first female High Court Judge in October 1980. She was elected to the UN Commission on the Status of Women (1993–1995), represented Zambia at the Beijing World Conference on Women, and served as Zambia's Ombudsman from 1989 to 1997. From 1992 to 1996, she was Director for Africa and later Vice President of the International Ombudsman Institute Board. She also served as Commissioner of the International Commission of Jurists (1994–2003), contributing to the establishment of the African Court on Human and Peoples' Rights, and assisted in drafting constitutional amendments establishing the Ombudsman in

The Gambia. In 1997, she was elected Judge of the International Criminal Tribunal for the Former Yugoslavia (ICTY) and served as its Vice President (1999–2001), before joining the ICTY/ICTR Appeals Chamber (2003–2005). She was appointed to the African Union High-Level Panel on Darfur and as Reserve Judge of the Extraordinary Chambers in the Courts of Cambodia in 2009, where she now serves as a full-time International Judge of the Supreme Court Chamber. In November 2025, she was appointed Commissioner on the UN Independent International Commission of Inquiry on the Occupied Palestinian Territory, including East Jerusalem and Israel. Justice Mumba has received numerous national and international honours, including the Schweppes Public Service Award (1976), Female Legend of the Year Award (2012), African Woman Leadership Award (2015), Zambia Grand Commander of Distinguished Service, First Division (2023), White & Case Distinguished Jessup Alumni Award (2023), All Weather Friend of the UCZ Boys Brigade Award (2023), Zambia Association of Women Judges Excellence Award (2025), and the Institute of African Women in Law Judicial Excellence Legacy Award (2025).

**Ms Irine Chikhladze** has served as Deputy Public Defender of Georgia since February 2024, overseeing the Child Rights, Equality, Gender, Disability Rights, and Regional Departments. She also represents the Public Defender nationally and internationally and contributes to the institution's strategic development. A constitutional lawyer and public law specialist, her career has focused on constitutionalism, democratic governance, the rule of law, and human rights. She previously held senior positions at the United Water Supply Company of Georgia and served in the Parliament of Georgia, the Competition Agency, the National Energy and Water Supply Regulatory Commission, the Ministry of Justice, and the Supreme Court. She further strengthened her expertise through research and professional work at the German Bundestag, the Federal Cartel Office, and Versicherungskammer Bayern, and served as Georgia's Youth Ambassador to Germany. Irine is a doctoral candidate at Ludwig Maximilian University of Munich (LMU), holds an LL.M. from LMU and law degrees from Tbilisi State University. She has lectured on Competition and European Law and published widely. She is fluent in Georgian, German, and English.



**Hon. Verónica Manquel** holds a degree in Sociology from the University of Buenos Aires and a Master's in Criminology and Legal-Penal Sociology from the University of Mar del Plata and the University of Barcelona. She is the Coordinator of the Gender and Sexual Diversity Team at Argentina's National Prison Ombudsman's Office, and lectures in undergraduate and postgraduate courses. She is the author of several articles on gender issues and the penal system, and has delivered training to justice system practitioners and members of Torture Prevention Mechanisms in Argentina and other countries in the region.

**Adv Ingrid Husselmann** holds a Bachelor of Laws degree from the University of Pretoria, Post graduate diploma in compliance management, University of Johannesburg and is an admitted legal practitioner of the High Court of Namibia. As Chief, she is responsible for ensuring that the functions of the Ombudsman are carried out effectively and efficiently and that the Office is managed daily. She further provides overall management services to the Ombudsman, conducts specialised, complex investigations, and manages staff, resources and complaint cases of the entire Office.

