



J Leslie Smith & Company Inc.

ATTORNEYS, CONVEYANCERS AND NOTARIES PUBLIC

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Shop 29, Village Mall Apartments,
3 Impathle Drive, Pennington

MRS MARGARET MCCULLOUGH

I introduce myself to you as the Ombudsman for PADCA. I am a practising attorney and have practised as such since 1992.

Q WHAT ARE THE OMBUDSMAN'S FUNCTIONS?

A To conduct independent investigations of serious complaints and abuse, neglect and exploitation of any resident in any of the PADCA facilities.

Q HOW DO YOU GO ABOUT MAKING A COMPLAINT?

A Contact me in writing either direct to myself or via family members or friends of residents setting out the following:-

- (a) the nature of the complaint
- (b) the parties involved
- (c) the date(s) of the complaint
- (d) where and when the complaint took place

Q WHAT TYPE OF ABUSE WOULD WARRANT MY INVESTIGATION AND A SUBSEQUENT REPORT TO THE PADCA BOARD

- A
1. Physical abuse, e.g. slapping, hitting, shaking, punishing, use of any physical or chemical restraints unapproved by the medical attendant, administering incorrect or excessive medication, i.e. acts that cause injury or discomfort. Rough handling is considered a form of physical abuse.
 2. Psychological or emotional abuse, e.g. confinement, isolation, verbal abuse, shouting, ignoring, humiliating, intimidating, acts that inflict emotional or mental suffering.

Proprietor: J Leslie Smith & Company Inc.

Incorporated No. 1997/003455/21

VAT Reg No. 4030102737

Directors: James Bernard Austen Smith, Lawrence Walter Abbot Trotter, John Olpherts Christie, Margaret Mary McCullough, Vaughn Neville Daly, Warren Andrew Smith, Catherine Ann Smith, Sandile Sydney Andrew Ngwenya, Naheem Essop

Associates: Jeremy Christopher Smith, Whyona Sithapersad

Professional Assistants: Michelle le Roux, Robyn Queripel, Siphon Mthethwa, Meagan Gillett, Lauren Alexandra Hicks

3. Financial abuse or exploitation or neglect, e.g. extortion, coercion, i.e. misuse of funds and assets or obtaining property or funds without full consent, knowledge or under duress.
4. Active or passive neglect, e.g. withholding or not providing the care and basic necessities required for physical and mental well-being, e.g. food, warmth, clothing and essential medication.
5. Sexual abuse, sexual assault, harassment.
6. Violation of human rights, e.g. the denial of fundamental rights such as respect for dignity, personal privacy, freedom of thought, belief, opinion, speech, expression and movement.
7. Allegations that PADCA employees have stolen or misappropriated articles belonging to residents.

Please note that only abuse of a serious nature is to be referred to me.

If a complaint is referred to me which I believe is not of a sufficiently serious nature, I will refer the complaint to the PADCA Board who in turn will investigate the complaint and then report to me.

Depending on the nature of that report, I would then consider whether specific investigations would then be required.

In all cases which I investigate, I shall submit a written report to the PADCA Board together with my recommendations as to the resolution of the complaint.

You may rest assured that all reports of abuse lodged with me will be seriously considered and sensitively handled. A formal written response will be given in respect of each report.

My contact details are as follows:-

**332 Jabu Ndlovu Street
PIETERMARITZBURG
3201**

**P O Box 297
PIETERMARITZBURG
3200**

**TEL: 033 845 9700
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