

- 1.11. **“Ombud”** means a person appointed as an Ombud in terms of Section 81(1) of the Act;
- 1.12. **“person-in-charge”** means a person designated by the relevant authority, as a person in charge of a health establishment;
- 1.13. **“Policy”** means this Enforcement Policy of the Office;
- 1.14. **“Reasonable time”** means refers to the amount of time that is fairly required to do whatever is required to be done, conveniently under the permitted circumstances. For the purpose of the Office, reasonable time shall be any time frame within which a health establishment is required to perform a specific action and communicated accordingly;
- 1.15. **“Regulations”** means the Procedural Regulations Pertaining to the Functioning of the Office of Health Standards Compliance and Handling of Complaints by the Ombud;
- 1.16. **“Relevant Authority”** refers to provincial department of health, district health authority, municipal authority or executive management authority in the private sector;
- 1.17. **“the Act”** means the National Health Act, 2003 (Act No. 61 of 2003); and
- 1.18. **“User”** means the person receiving treatment in a health establishment, including receiving blood or blood products, or using a health service, and if the person receiving treatment or using a health service is—
- (a) below the age contemplated in section 129 of the Children’s Act 38 of 2005, **“user”** includes the person’s parent or guardian, or another person authorised by law to act on the first mentioned person’s behalf; or
 - (b) incapable of taking decisions, **“user”** includes the person’s spouse or partner or, in the absence of such spouse or partner, the person’s parent, grandparent, adult child or brother or sister, or another person authorised by law to act on the first mentioned person’s behalf.