



Office of Health Standards Compliance
Ensuring quality and safety in health care

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TO: GENERAL PRACTITIONERS AND HEALTH ESTABLISHMENTS

To whom it may concern

RE: NOTICE REGARDING THIRD-PARTY SERVICES PURPORTING TO ASSIST WITH OFFICE OF HEALTH STANDARDS COMPLIANCE (OHSC)

The OHSC has noted a recent trend of individuals and/or companies approaching General/medical Practitioners (GPs) and other health establishments, offering services aimed at assisting them in complying with the prescribed norms and standards applicable to health establishments and/or GPs, in order to obtain the OHSC Compliance Certificate.

The OHSC, therefore, considers it necessary to provide this notice to ensure that GPs and health establishments have accurate and reliable information about the OHSC's role and the statutory process for compliance with prescribed norms and standards.

Although the OHSC recognises that individuals, consultants, and private companies are entitled to conduct legitimate business and provide consulting, advisory, training, or other professional services to health establishments, these services are not endorsed or accredited by the OHSC.

Unless expressly communicated otherwise by the OHSC through its official channels, any representation by a person or company that it is:

- Acting on behalf of the OHSC;
- Endorsed or accredited by the OHSC;
- Authorised to conduct an OHSC compliance assessment on behalf of the OHSC;
- Able to guarantee an OHSC compliance certificate;

- Able to influence the outcome of an OHSC inspection; or otherwise formally affiliated with the OHSC for purposes of the regulatory inspection or certification process.

Should be treated with caution and entered at one's own discretion.

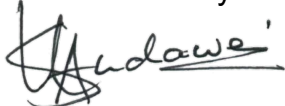
Health establishments and General Practitioners are further advised that the engagement of any private consultant or service provider does not guarantee, secure or otherwise influence the outcome of an OHSC inspection or compliance assessment. Any advice, assessment, training, documentation or other service provided by such a person or company remains a private service between the service provider and the health establishment and/or General Practitioner.

The OHSC therefore does not accept responsibility for, and cannot be held responsible for, any information, advice, representation, interpretation, or assurance provided by such third parties, including any representation concerning the OHSC's prescribed norms and standards, inspection methodology, compliance requirements, or the likelihood of obtaining a Compliance Certificate.

The OHSC will continue to discharge its statutory mandate as an independent regulatory authority and will conduct inspections in accordance with the National Health Act and the Inspection Tools aligned to the prescribed norms and standards.

The outcome of an inspection will be based on the OHSC's independent assessment of the health establishment against the applicable regulatory requirements by OHSC-certified inspectors. The fact that a health establishment has engaged a private consultant, or has received advice from any third party, will neither confer any preferential treatment nor constitute evidence of compliance.

Yours sincerely



DR. SIPHIWE MNDAWENI
CHIEF EXECUTIVE OFFICER
OFFICE HEALTH STANDARDS COMPLIANCE
DATE: 28 August 2026