

WHAT IS THE PROCESS FOR HANDLING COMPLAINTS AND INVESTIGATIONS PERTAINING TO MALADMINISTRATION?

The Good Governance Unit receives complaints and carry out investigations of the following nature:

- Complaints lodged by members of the public against a government agency concerning maladministration. The methods for lodging a complaint include - in person, in writing, via email or telephone.
- Investigate referrals from the Prime Minister about a case relating to the Good Governance mandate.
- Conduct its out own motion investigations. Own motion investigations are carried out without having received a complaint if the Ombudsman 'believes an investigation about a matter should be started.' For example, if a complaint is resolved as a result of an investigation for early resolution and there are outstanding systemic issues worthy of further consideration, an own motion investigation may be commenced. Similarly, if a complainant withdraws his or her complaint but the Ombudsman wishes to continue the investigation, she/he may do so on her/his own motion.

The process for carrying out the above complaints & investigations is listed below:

