**About the Survey**

This is the first annual survey of the Office of the Ombudsman National Human Rights Institution Samoa. The purpose of this survey is to solicit feedback from our stakeholders about our performance for the calendar year with regard to our work, engagements and others. It also provides an opportunity for our stakeholders to comment on areas for improvement as well as suggestions of what the Office should consider to investigate, raise awareness on etc.

The survey is divided into 3 sections as follows:

1. About the Office
2. Human Rights
3. Good Governance & Special Investigations

**Each section contains questions relevant to the specific area. You are kindly asked to give a rating and also provide comments to explain your responses. When giving a rating please, circle, cross or highlight the number that best represents your opinion/view. Although you can ONLY answer questions that are relevant to your organization with regard to its engagement with the Office, you are also free to provide feedback to other questions of interest.**

Please provide a response to the questions on the following pages on behalf of your organisation. Responses should be completed and **returned as an MS Word Document**. Please return by email to:

Email: [t.mikaele@ombudsman.gov.ws](mailto:t.mikaele@ombudsman.gov.ws) or [charles.dean@ombudsamn.gov.ws](mailto:charles.dean@ombudsamn.gov.ws)

We greatly appreciate your completed response by **January 2023**

***NOTE****: The information from the survey will help inform (and improve) our work e.g. annual reports, corporate plan reviews. General reference will be made when information is used.*

**Organisation Details**

|  |  |
| --- | --- |
| Organization name |  |
| Contact details – name, phone, email |  |

# **SECTION 1:** ABOUT THE OFFICE

### **Knowledge of the Office’s** **location and contact** as a result of its awareness, website and social media engagements

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Location and contact** | Not aware at all | 1 | 2 | 3 | 4 | 5 | Fully aware |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Knowledge** and **understanding of the mandate and functions** of the Office – i.e. good governance and human rights protection and promotion

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Mandate and functions** | No knowledge | 1 | 2 | 3 | 4 | 5 | Complete knowlegde |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

# **SECTION 2:** HUMAN RIGHTS

### **Quality of work** with reference to our Reports (e.g., State of Human Rights Report, Inspection of Places of Deprivation of Liberty etc.), recommendations, submissions on human rights

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **REPORTS** (e.g. state of human rights report, inspection of places of deprivation of liberty etc.)[[1]](#footnote-1) | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Report **RECOMMENDATIONS[[2]](#footnote-2)** | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SUBMISSIONS** on human rights[[3]](#footnote-3) | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Quality of engagement** with reference to regularity and issues/areas covered **on human rights**

1. **Trainings on human rights areas**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Regularity** | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Issues/areas covered** | Irrelevant, Inadequate | 1 | 2 | 3 | 4 | 5 | Relevant, Very Adequate |
|  |  |  |  |  |  |  |  |
| *Comments (can incl. suggestions of issues/areas for Office to consider)* | | | | | | | |

1. **Awareness on human rights**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Regularity** | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Issues/areas covered** | Irrelevant, Inadequate | 1 | 2 | 3 | 4 | 5 | Relevant, Very Adequate |
|  |  |  |  |  |  |  |  |
| *Comments (can incl. suggestions of issues/areas for Office to consider)* | | | | | | | |

1. **Consultations on human rights issues**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Human rights consultations** | Inadequate | 1 | 2 | 3 | 4 | 5 | Very Adequate |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

1. **Collaborative projects on human rights promotion and protection**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Collaborative projects** | Inadequate | 1 | 2 | 3 | 4 | 5 | Very Adequate |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Our independence on human rights issues**. *Independence* refers to our position, advice and recommendations on human rights issues that is objective, sound and unbiased

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Independence** | Not independent | 1 | 2 | 3 | 4 | 5 | Very Independent |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Other considerations** – this can include how we can improve our work on human rights including areas to consider to investigate and report on etc.

|  |
| --- |
| *Comments* |

# **SECTION 2:** GOOD GOVERNANCE & SPECIAL INVESTIGATIONS

### Understanding of the **relevance of the Office’s good governance function to improving public service delivery** as a result of Office’s awareness initiatives

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Good governance and improved public service delivery** | No knowledge at all | 1 | 2 | 3 | 4 | 5 | Great knowledge |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### Awareness and understanding of the **value of public complaints** as a result of Office’s awareness initiatives

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Value of public complaints** | Not aware at all | 1 | 2 | 3 | 4 | 5 | Complete Awareness |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Quality of work** with reference to our investigations and advice

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **REPORTS**[[4]](#footnote-4) | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ADVICE** | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Quality of engagement** with reference to regularity and issues/areas covered **on good governance**

1. **Trainings**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Regularity** | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Issues/areas covered** | Irrelevant, Inadequate | 1 | 2 | 3 | 4 | 5 | Relevant, Very Adequate |
|  |  |  |  |  |  |  |  |
| *Comments (can incl. suggestions of issues/areas for Office to consider)* | | | | | | | |

1. **Awareness**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Regularity** | Not satisfied | 1 | 2 | 3 | 4 | 5 | Very Satisfied |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Issues/areas covered** | Irrelevant, Inadequate | 1 | 2 | 3 | 4 | 5 | Relevant, Very Adequate |
|  |  |  |  |  |  |  |  |
| *Comments (can incl. suggestions of issues/areas for Office to consider)* | | | | | | | |

1. **Collaborative work/ engagement on good governance matters**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Collaborative projects** | Inadequate | 1 | 2 | 3 | 4 | 5 | Very Adequate |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Our independence on good governance issues**. *Independence* refers to our position, advice and recommendations that is objective, sound and unbiased

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Independence** | Not independent | 1 | 2 | 3 | 4 | 5 | Very Independent |
|  |  |  |  |  |  |  |  |
| *Comments* | | | | | | | |

### **Other considerations** – this can include how we can improve our work with regard to good governance and special investigations

|  |
| --- |
| *Comments* |

**…………………………………\*THANK YOU FOR YOUR FEEDBACK\*……………………………**

1. See for example: <https://ombudsman.gov.ws/office-of-the-ombudsman-launches-first-ever-state-of-human-rights-report/> [↑](#footnote-ref-1)
2. See for example: <https://ombudsman.gov.ws/places-of-detention-inspection-reports/> [↑](#footnote-ref-2)
3. See for example: <https://ombudsman.gov.ws/human-rights-submissions-2-2/> [↑](#footnote-ref-3)
4. See for example: <https://ombudsman.gov.ws/special-investigations-unit-documents/> [↑](#footnote-ref-4)