



Chapter 12: *The Office of The Ombudsman*

Vision

To ensure that Hong Kong is served by a fair and efficient public administration which is committed to accountability, openness and quality of service.

Mission

Through independent, objective and impartial investigation, to redress grievances and address issues arising from maladministration in the public sector and bring about improvement in the quality and standard of and promote fairness in public administration.

Functions

The Ombudsman should serve as the community's watchdog to ensure that:

- bureaucratic constraints do not interfere with administrative fairness
- public authorities are readily accessible to the public
- abuse of power is prevented
- wrongs are righted
- facts are pointed out when public officers are unjustly accused
- human rights are protected
- the public sector continues to improve quality and efficiency

Service areas

The Office of The Ombudsman provides the following services:

- investigating complaints against Government departments / agencies and major public organisations for alleged maladministration, and non-compliance with the Code on Access to Information;
- initiating direct investigations into areas of suspected maladministration usually involving systemic problems or issues of significant public interest;
- providing enquiry service on the role, functions and jurisdiction of The Ombudsman and the services this Office provides; and

- delivering education service and information on the work of The Ombudsman.

Members of the public are welcome to visit the Office’s website to understand more about the service (www.ombudsman.hk).

For complaint or enquiry, please contact The Ombudsman’s Office by the following channels:

In person / by post	30/F, China Merchants Tower, Shun Tak Centre 168-200 Connaught Road Central, Hong Kong
By phone	2629-0555
By fax	2882-8149
By online form	www.ombudsman.hk
By email	enquiry@ombudsman.hk (Enquiry) complaints@ombudsman.hk (Complaint)

Opening hours of the Office are as follows:

	Complaint and Enquiry Service
Monday to Friday	9:00 am - 5:00 pm
Saturday, Sunday and Public Holidays	Closed

Telephone recording service is available outside normal office hours.