

## HOW DO YOU MAKE A COMPLAINT?

The complainant need to:

- Provide OMB office with a complaint that clearly states what the problem is.
- Provide to the OMB office all information you have or know about when you lodge your complaint.
- Provide to OMB office any new additional information and to inform OMB office if you want your complaint withdrawn.
- Co-operate with OMB office and be respectful.
- Provide to OMB office your complaint in form of writing or orally.
- Provide to OMB office your name, telephone number and address.
- Provide OMB office the name of Government Ministry or organization that you are complaining about.

## OMB FUNCTIONS

OMB office:

- provides an independent, free and accessible ombudsman service for the public who have complaints pertaining to the conduct, actions and/or decisions of government ministries, departments and agencies.
- are available to anyone who has a complaint about any Government agency (ministry/corporation/authority) within jurisdiction that they may have been unable to resolve.
- independently investigates complaints of actions and decisions which may be :-
  - Contrary to law
  - Unreasonable, unjust, oppressive or improperly discriminatory
  - Based on improper motives or irrelevant grounds
  - Based on mistake of fact or law

**“ IF YOU ARE**



**ABOUT THE WAY  
YOU HAVE BEEN  
TREATED BY ANY  
GOVERNMENT  
AGENCY, YOU  
CAN COMPLAIN  
TO US”.**

## CONTACT US

**OFFICE OF THE OMBUDSMAN,  
TONGA  
2ND FLOOR RETIREMENT BUILDING  
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**OFFICE OF THE OMBUDSMAN  
KINGDOM OF TONGA**

**2017**



***It is OK to complaint. You  
tell us, we can help you for  
free!!!***

## WHAT WE CAN DO?

OMB can investigate:

- An administrative decision, action or omission carried out by a Government CEO, employees or CEO, employees of a public enterprise.
- An administrative decision, action or omission carried out by a Minister of the Crown or Governor.

OMB office:

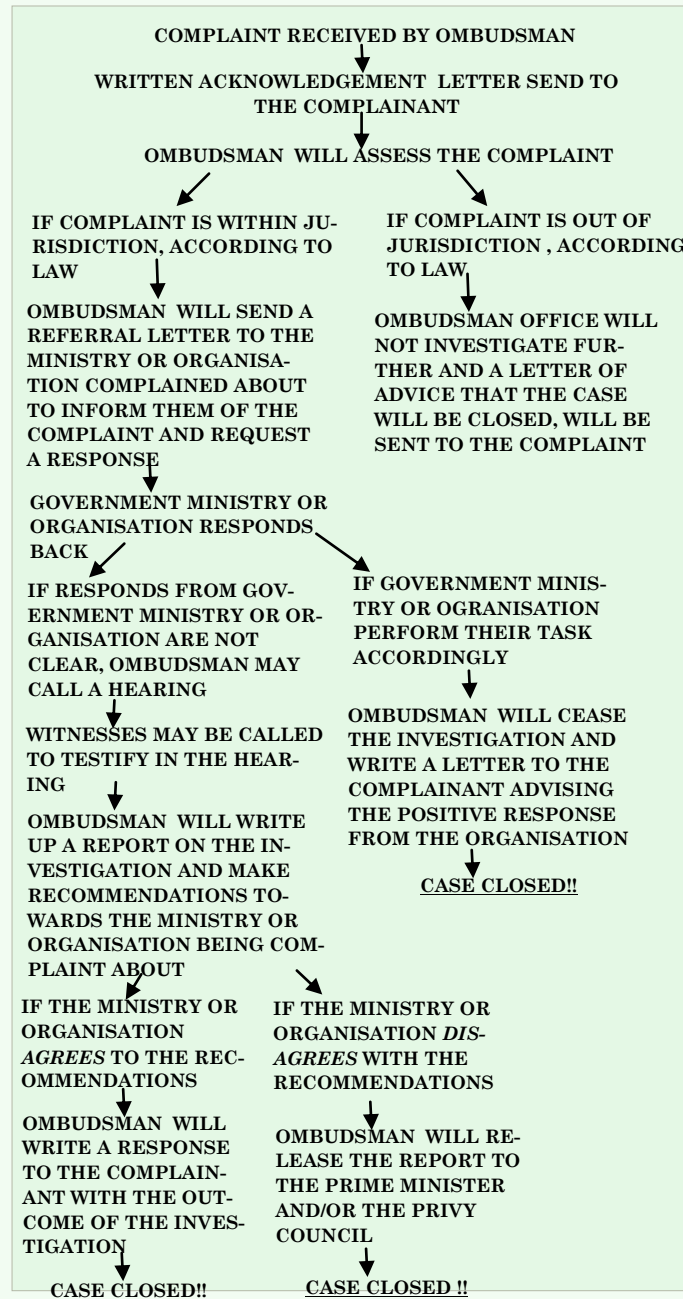
- Is independent from the Government and acts impartially.
- Goal is to provide good services and for the truth to be revealed.
- Will provide recommendations to solve the problem complained about and will be useful for the public in general.

## WHAT WE CAN'T DO?

Ombudsman may refuse to investigate a complaint if:

- The subject matter of the complaint is trivial.
- The complaint is frivolous or vexatious or is not made in good faith.
- The complaint has not a sufficient personal interest in the subject matter of the complaint.
- The complainant has been aware of the matter complained of for a period of 12 months or more.
- From the definition of department, the Cabinet and Privy Council, the Legislative Assembly and the Judiciary.
- Organizations are not listed in the Schedule of the Act.
- Any decision where a right of appeal or review to any court of tribunal exists, except where there are special circumstances.
- Any decision of a trustee.

## COMPLAINT PROCESS



## LIST OF GOV'T MINISTRIES, STATUTORY BOARDS, PUBLIC ENTERPRISES

- MAFF
- MCCTIL
- MET
- MEIDMECC
- MOFNP
- MFAT
- MOH
- MOI
- MIA
- MINISTRY OF JUSTICE
- MLSNR
- MINISTRY OF POLICE, PRISONS AND FIRE SERVICES
- MINISTRY OF PUBLIC ENTERPRISES
- MINISTRY OF REVENUE AND CUSTOM SERVICES
- PRIME MINISTERS OFFICE
- MINISTRY OF TOURISM
- PORT AUTHORITY TONGA
- TONGA AIRPORTS LTD
- FRIENDLY ISLANDS SHIPPING AGENCY
- TONGA COMMUNICATIONS CORPORATIONS
- TONGA POST and FAST PRINT LTD
- TONGA BROADCASTING COMMISSION
- TONGA POWER LIMITED
- TONGA WATER BOARD
- WASTE AUTHORITY LTD
- TONGA DEVELOPMENT BANK
- TONGA CABLE LTD
- TONGA ASSETS MANAGERS & ASSOCIATES LTD
- TONGA MARKET CORPORATION LTD
- TONGA EXPORT QUALITY MANAGEMENT LTD
- PUBLIC SERVICE COMMISSION
- ATTORNEY GENERAL'S OFFICE.
- STATISTICS
- TASA
- NATIONAL RETIREMENT FUND BOARD
- TONGA ELECTORAL COMMISSION
- AUDIT OFFICE