

COMMUNITY OUTREACH PROGRAMS



Kolovai Village



Tatakamotonga Village



Law Week Booth at the Digicel Square

HOW DO I LODGE A COMPLAINT?

Log onto our website and fill out a complaint form, send us your complaint via e-mail, call us on our toll free number or simply visit our office and we will do the rest.

You will need to provide:

- Your full name, address and phone number
- Name of Government Ministry or Public Enterprise you wish to lodge a complaint against
- Reason of why you are lodging a complaint
- Information from Government Ministry or Public Enterprise regarding your complaint
- Details of preferred outcome
- Support documents that can validate your complaint

CALL US NOW

TOLL FREE NUMBER

0800 662 / 0800 OMB

 : www.ombudsman.to

 : 26 980 / 26 984

 : investigation@ombudsman.to

OFFICE OF THE OMBUDSMAN
LEVEL 2, RETIREMENT FUND BUILDING
MATEIALONA RD
KOLOFO'OU
NUKU'ALOFA



WE RECEIVE AND INVESTIGATE COMPLAINTS AGAINST GOVERNMENT MINISTRIES, PUBLIC ENTERPRISES AND THEIR EMPLOYEES



**GOOD FOR YOU,
GREAT FOR GOVERNMENT,
AWESOME FOR TONGA!
OUR SERVICE IS FREE**

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WE CAN INVESTIGATE

- An administrative decision, action or omission carried out by both Government ministries and Public Enterprise CEO's and their employees.
- An administration decision, action or omission carried out by a Minister of the Crown or

WE CANNOT INVESTIGATE

Ombudsman may refuse to investigate if:

- The subject matter of the complaint is trivial.
- The complaint is frivolous or vexatious or is not made in good faith.
- The complainant has no 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.
- Cabinet, 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 and court of tribunal exists, except where there are special circumstances
- Any decision of a trustee.

ELEMENTS OF GOOD GOVERNANCE

RULE OF LAW

Good governance requires fair legal frameworks that are enforced by an impartial regulatory body, for the full protection of stakeholders

INDEPENDENCE

Ensuring & demonstrating freedom/ impartiality in decision making and policies enforcement

ACCOUNTABILITY

Ensure governing body is accountable/ responsible to those who will be affected by its decisions and actions

TRANSPARENCY

Encourage Openness – ensure that process/ policies/information are accessible to those who will be affected (public)

CLARITY OF PURPOSE

Inform public of work process, strategy and outcomes

EFFECTIVE & EFFICIENT

Promote and maintain quality service delivery

INTEGRITY

Ensure that decision making complies with the law and policies

“If you cannot identify any of the above elements in a service provided by a government ministry or a public enterprise feel free to contact us NOW!”

LIST OF SOME GOVERNMENT MINISTRIES, STATUTORY BOARDS & PUBLIC ENTERPRISES

- Public Service Commission (PSC)
- Tonga Office of the Auditor General (TOAG)
- Statistics Department
- Ministry of Agriculture, Food & Forestry (MAFF)
- Ministry of Education & Training (MET)
- Ministry of Justice (MOJ)
- Ministry of Police and Fire services (MOP)
- Prisons
- Prime Minister's Office (PMO)
- Ministry of Tourism (MOT)
- MEIDECC
- Ministry of Finance & National Planning (MOFNP)
- Ministry of Infrastructure (MOI)
- Ministry of Internal Affairs (MIA)
- Ports Authority (PAT)
- Tonga Airports Limited (TAL)
- Friendly Island Shipping Agency (FISA)
- Tonga Communication Corporation (TCC)
- Post Office and Tonga Print
- Tonga Broadcasting Commission (TBC)
- Tonga Power Limited (TPL)
- Tonga Water Board (TWB)
- Waste Authority Limited (WAL)
- Tonga Development Bank (TDB)
- Tonga Market Corporation limited (TMCL)
- Tonga Cable Limited (TCL)
- Tonga Tourism Authority (TTA)
- Tonga Village Water Committee
- Remuneration Authority (RA)
- Tonga Assets Manager & Association (TAMA)
- Tonga Export Quality Management Limited