

OFFICE OF THE OMBUDSMAN

INVESTIGATION DIVISION

REPORT ON OUTREACH PROGRAM number Radio OP #2/FY24/25

Genre: Radio Talkback program/Felafoaki @88.6 AM Radio Station	Date & Time: Thurs., 17 th July., 2024; 2.00am – 3.00pm
Content: No calls from the public were made during the OP.	Staff: CEO RV, SIO MM & SIO MU

Summary – The program began with introductions from RV and MU before questions were asked by the radio anchor Lala. The program was live on Face Book. No enquiries came through the duration of the program. Lala later explained that the morning hours are usually the best time for their audiences to interact with the radio station and suggested that perhaps the future radio OPs be held at that time to get more public interaction.

The questions that were asked was by the radio host were as follows

1. What the functions of the Ombudsman?
2. Can a complaint potentially have weight as to change certain Government MDA policies?
3. Whether the complaints lodged to your Office must be related to the public sector or can matters relating to private sectors also be investigated?
4. What sort of power/authority does the Ombudsman have as pursuant to the relevant legislation?
5. Any particular success stories on investigations you've carried out?
6. How do you feel being branded by the public as a 'watchdog'?
7. Have the negative comments you often received from the public regarding the work that your Office carries out reshapes how the Office operates?
8. When does the Ombudsman usually step in according to her role under the law?
9. Are there times when your Offices reach out to the Ombudsman partners overseas?
10. What is it within the Ombudsman Office that promotes transparency externally/internally?
11. Does your jurisdiction extend to MPs and People's representatives?
12. What sort of qualifications is required for a member of the public who is interested in one day joining the investigation team?
13. You mentioned that the turn over for the investigation division is very low. What anchors you to the job after so many years of doing it?
14. Can you (RV) talk about your role as a CEO for the Ombudsman?
15. Any advice to potential complainants who are still thinking whether to complaint to the Office or not?

