

OFFICE OF THE



COMPLAINTS COMMISSION
(OMBUDSMAN)

Mission Statement

The Office of the Complaints Commissioner (Ombudsman)
The Turks and Caicos Islands seeks to investigate complaints of maladministration by Government Departments and Statutory Bodies as stipulated in the Ordinance, promote rendered to the community, educate persons about their rights and duties in a free and democratic society, and provide a service to the public in fairness, justice and without prejudice, so as to promote

You have a Right to Complain!

**YOU CAN SUBMIT YOUR COMPLAINT VIA
EMAIL, LETTER OR BY COMING INTO OUR
OFFICE IN PERSON.**

WE ARE COMMITTED IN PARTICULAR TO :

Independence
Impartiality
Integrity
Accessibility
Professionalism
Fairness

Courage in Investigating matters in stating findings and in making Recommendations

You can make your complaint privately

File your complaint with the Complaints Commissioner (Ombudsman) Today!

Phone +1 (649)-338-2927
Email: complaints_commission@gov.tc

TURKS AND CAICOS ISLANDS GOVERNMENT



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INFORMATIONAL BROCHURE

What is an Ombudsman/ Complaints Commissioner

The Complaints Commissioner is an Ombudsman who is an official appointed to receive, investigate and report on private Citizens' complaints about Government

The word "Ombudsman" dates back to 1809 and is of Swedish origin meaning "grievance person" or "representative". It is used world-wide to designate impartial, confidential and independent offices that were created to ensure balance between the powers of government and its citizenry.

The purpose of the Ombudsman or Complaints Commissioner is to ensure accountability and encourage best practices in the delivery of public services through investigating and resolving complaints from members of the public against a public authority or institution and he or she can make recommendations to secure redress and ensure a fair settlement.

When was the Complaints Commission Established?

The Office was established in 1994 in the Turks and Caicos Islands for the purpose of assisting aggrieved persons who believe That they have suffered injustices at the Hands of Public Officers employed by Government Departments and Statutory Bodies as a result of maladministration.

What does a Complaints Commissioner do?

The Complaints Commissioner Receives, Investigates, and Reports.

The Commissioner receives complaints from members of the public who have been aggrieved by Public Officers, Government Departments, and Statutory Bodies.

These complaints are investigated in fair and independent manner to ascertain whether injustice has been caused by improper, unreasonable or inadequate government administrative conduct otherwise defined as maladministration.

After the completion of an investigation the Complaints Commissioner sends a report of the investigation to the person who requested the investigation and reports his or her findings along with the necessary recommendations to the relevant government agency.

Which Person or Authority Governs the Complaints Commission?

The Commissioner is wholly independent of all Government Officials and is appointed by the Governor after consulting with the Premier and Leader of the Opposition.

The Office of the Complaints Commission is enshrined under section 99 of the Turks and Caicos Islands Constitution.

Who can file a complaint?

Any individual, group of persons or corporations who have been mistreated, aggrieved, or had their complaints improperly dealt with by government agencies may lodge a complaint with the Complaints Commissioner.

The Ombudsman is a small man's institution, proceedings before him are informal, speedy and **FREE OF COST**. There is no fee for filing a complaint, nor is an Attorney at law required.

What is Maladministration?

This is the name given to variety of failures by public officials in handling a citizen's dealings with the state. It could be any of the following listed examples, but may also include others not listed:

- ◆ Unreasonable delay in dealing with any request or application
- ◆ Abuse of power or authority
- ◆ Flawed procedures
- ◆ Failing to give reasons for decisions
- ◆ Discourtesy, rudeness
- ◆ Lack of consideration for a person affected by any action
- ◆ Acting with bias, unfairness, neglect
- ◆ Failing to follow through on commitments made