

- ⇒ When the conduct happened;
- ⇒ The names of people involved in your complaint.

Include copies of all letters and other documents that relate to your complaint.

What happens to your complaint?

Leadership investigations are independent; we will acknowledge of your complaint, but we will not give you any more information about an investigation. If we find enough evidence of a breach of a leader's duties and responsibilities we will refer the matter to be heard by a Leadership Tribunal.

Contact Information

Headquarter:-

Petromin Haus, Level 3
Hubert Murray Highway, Port Moresby
PO Box 1831

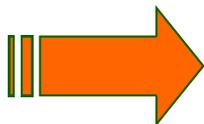
PORT MORESBY 121
National Capital District
Papua New Guinea

Telephone: 308 2600
320 3255

Facsimile: 320 3211
320 3265

Email: ombudspng@ombudsman.gov.pg
Facebook: www.ombudsman.com/ocpng
Website: www.ombudsman.gov.pg

*Other OC Regional Office
Address - back page*



REGIONAL OFFICES

Momase Regional Office

Vele Rumana Building
4th Street
PO Box 2259
Lae 411
Morobe Province

Telephone: 472 1695
Facsimile: 472 2755

Highlands Regional Office

Agilta Kona Building
Hagen Drive
PO Box 745
Mt Hagen 281
Western Highlands Province

Telephone: 542 1986 or 542 1786
Facsimile: 542 2497

Islands Regional Office

Tropicana Building, Section 6 Lot 22
Tagigira Street
PO Box 359
Kokopo 613
East New Britain Province

Telephone: 982 8792
Facsimile: 982 8953

Autonomous Region of Bougainville

Kubu Hill, Buka
PO Box 170
Telephone: 79222226/76273465

Produced by the GBLP Unit—2008



HOW TO MAKE A COMPLAINT

TO THE

Ombudsman Commission of Papua New Guinea

*An independent body that
seeks to improve the operation
of the Papua New Guinea
Government*



The Ombudsman Commission of Papua New Guinea

Our main functions are to investigate complaints about the administrative actions and decisions of government departments and agencies; to investigate the conduct of PNG leaders and to investigate complaints about discriminatory practice.

While we want to assist you in resolving your complaint it is important for you to know that as we are an independent body we are not acting on your behalf when we investigate a complaint.

Administrative Complaints (& Discriminatory Practice Complaints)

What we investigate?

We can investigate complaints about Government Departments like the Department of Lands, the National Housing Corporation, the Department of Education and Statutory Authorities like the National Maritime Safety Authority.

We can also investigate complaints about Provincial Administrations, Local Level Governments and Universities.

We cannot investigate:-

- ⇒ Discriminatory practices by private bodies;
- ⇒ Complaints about private individuals or companies;
- ⇒ Complaints about decisions of the Court.

If your complaint is about any of the above contact a private lawyer or the Public Solicitor.

Before lodging a complaint

You should first contact the agency you are complaining about to give them an opportunity to fix your problem.

We generally will not investigate your complaint if you can complain somewhere else. For instance, allegations of fraud or misappropriation can be investigated by the police. Certain issues referred to in legislation may be reviewed by a Court or tribunal. Finally, personnel matters of public servants can be reviewed by the Public Services Commission.

Who can lodge a complaint?

If you have been affected by a decision or the actions of a government department or agency you can lodge a complaint with us. The decision or action must have happened within 2 years of you lodging your complaint.

How do you lodge a complaint?

A complaint must be made in writing (letter, fax or email) and should include the following information:

- ⇒ The government department or agency you are complaining about;
- ⇒ The decision or conduct you are complaining about;
- ⇒ When the complaint happened;
- ⇒ The names of people involved in your complaint;
- ⇒ What you have done to try and fix your complaint;
- ⇒ What you want us to do.

You must also include copies of all letters and documents you have that relate to your complaint.

What happens to your complaint?

When a complaint is received it is assessed to see if we will investigate. You are advised in writing if a complaint will be investigated or not, or if further information is required.

If we investigate a complaint it may take some time to complete. Once an investigation is finished, you will be notified of the decision.

Your complaint is confidential. We will not reveal any details about your complaint to anyone else unless it is necessary for an investigation.

What are the possible outcomes after an investigation?

We have the power to make recommendations to a government department or agency to improve procedure or to reconsider a decision where we find a mistake or deficiency.

We cannot direct a government department or agency to do as we recommend. However, government departments and agencies often accept our recommendations.

Leadership Complaints

Who can lodge a complaint?

If you believe one of PNG's leaders has acted inappropriately, or that they have done something wrong, you can lodge a complaint with us.

Who is a leader?

- ⇒ Members of parliament and assemblies at National, Provincial and Local levels;
- ⇒ Constitutional office holders, the Police Commissioner, Defence Force Commander, Public Curator and Ombudsman;
- ⇒ Heads of government departments, statutory authorities and Provincial Administrators;
- ⇒ Ambassadors, High Commissioners and senior diplomatic officials;
- ⇒ Personal staff of the Governor-General, Ministers, Leader and Deputy Leader of the Opposition;
- ⇒ Executive Officers of registered political parties.

How do you lodge a complaint?

A complaint must be made in writing and should include the following information:-

- ⇒ The leader you are complaining about;
- ⇒ The conduct you are complaining about;