

# TABLE OF CONTENTS

	Page
<b><i>History in Brief</i></b>	i - ii
<b><i>The Ombudsman's Review</i></b>	iii - iv
<b><i>Chapter 1 Administration</i></b>	1 - 3
A Fresh Start	
Delinked Operations	
Memorandum of Administrative Arrangements	
Financial Arrangements	
Administrative Arrangements	
Auditing	
Staffing Arrangements	
Complaints against the Office	
Organisation	
Accommodation	
<b><i>Chapter 2 Authority and Restrictions</i></b>	5 - 7
Powers and Functions	
Restrictions	
Investigation Process	
Internal Monitoring	
Secrecy Requirement	
The Ombudsman's Discretion	
<b><i>Chapter 3 Direct Investigation</i></b>	9 - 10
Selection of Issues	
Aims and Objects	
Investigations over the Years	
<b><i>Chapter 4 Complaint Handling</i></b>	11 - 13
In-coming Complaints	
Assessment	
Alternative Dispute Resolution	
Full Investigation	

Code on Access to Information  
On-going Community Perennial Problems

**Chapter 5 Caseload and Challenges** 15 - 18

Caseload  
Performance Pledges  
Challenges  
Jurisdiction  
Evidence Collection  
Decisions  
Revived Cases  
Our View

**Chapter 6 Fruits of Investigation** 19 - 20

The Ombudsman's Recommendations  
The Government Minute on Implementation  
Enhancement of Quality Administration  
Positive Complaint Culture

**Chapter 7 Public Education and External Relations** 21 - 24

Community Relations  
Publicity  
Visit to Legislative Council  
Meeting with Chairmen of District Councils  
Justices of the Peace Assistance Scheme  
Resource Centre  
Information Videos  
The Ombudsman Awards  
Complaint Management Workshops  
Induction and In-service Training  
External Relations

**Annexes**

**Statistics**

**Snapshots**