

Date	Event
<b>1988</b>	
20 July	The Commissioner for Administrative Complaints (COMAC) Bill was passed by the Legislative Council (LegCo)
<b>1989</b>	
1 February	The COMAC Ordinance was enacted First Commissioner Mr. Arthur Garcia, JP assumed office
1 March	The Office of COMAC became operational
15 November	COMAC became a member of the International Ombudsman Institute
<b>1994</b>	
1 February	Second Commissioner Mr. Andrew So, JP assumed office
24 June	The COMAC Ordinance was amended: <ul style="list-style-type: none"> <li>• to enable the public to lodge complaints directly, instead of by referral from LegCo Members</li> <li>• to extend the jurisdiction to some major statutory bodies</li> <li>• to empower the Commissioner to publish anonymised investigation reports</li> <li>• to empower the Commissioner to initiate direct investigation</li> </ul>
30 June	Advisers were appointed to provide expert advice and professional opinion
1 July	Chinese title of the Commissioner was changed to 「申訴專員」 and the Office to 「申訴專員公署」
1 October	First batch of contract investigation officers was recruited
<b>1995</b>	
1 March	Jurisdiction was extended to investigation into alleged breach of Code on Access to Information
24-26 October	The Commissioner hosted the 15 <sup>th</sup> Australasian and Pacific Ombudsman Conference and the International Ombudsman Symposium
<b>1996</b>	
25 January	Use of Internal Complaint Handling (INCH) mode was introduced to resolve complaints
1 March	Non-official Justices of the Peace (JPs) were enlisted in a JPs Assistance Scheme
16 April	The Ombudsman's Office participated in the establishment of the Asian Ombudsman Association and became a founding member
20-29 April	Exchange programme with the China Supervision Institute was arranged
12-13 June	First Complaint Management Workshop for public officers was organised
5 September	Resource Centre was opened
24 October	The Ombudsman was elected to the Board of Directors of the International Ombudsman Institute (until 31 January 1999)

## History in Brief

27 December	English titles were changed to “The Ombudsman” and “Office of The Ombudsman” Jurisdiction was extended to investigation into complaints of non-compliance with the Code on Access to Information against Government departments not included earlier
<b>1997</b>	
1 April	Mediation service was launched as an alternative dispute resolution method
25 July	The Ombudsman Awards were introduced to recognise public organisations handling complaints positively
<b>1998</b>	
8 May	The Ombudsman was elected Secretary to the Asian Ombudsman Association (to date)
1 July	The Ombudsman Certificate of Appreciation was introduced to acknowledge complainants making special contribution towards a higher standard of public administration
<b>1999</b>	
1 April	Third Ombudsman Ms Alice Tai, JP assumed office
22 July	The Ombudsman Awards were extended to recognise public officers’ contribution towards better quality services
<b>2000</b>	
5 January	Complaints by e-mail were accepted
27 July	The Ombudsman Awards were further extended to public officers handling complaints professionally
2 November	The Ombudsman was elected to the Board of Directors of the International Ombudsman Institute (to date)
<b>2001</b>	
28 March	Telephone complaint service was introduced
1 April	Administrative systems independent of Government were instituted in preparation for delinking
19 December	The Ombudsman (Amendment) Ordinance 2001 came into operation : <ul style="list-style-type: none"> <li>● to establish The Ombudsman as a corporation sole with full powers to conduct its own financial and administrative matters</li> <li>● to empower The Ombudsman to set terms and conditions of appointment for staff</li> <li>● to sever linkage with Government systems and processes</li> <li>● to give statutory status to alternative dispute resolution methods including mediation for processing complaints</li> </ul>
<b>2002</b>	
28 March	Permanent office accommodation was acquired
6 September	Office moved to permanent accommodation at Shun Tak Centre in Sheung Wan
16 October	The Ombudsman was elected Secretary to the International Ombudsman Institute