



THE COMPLAINTS COMMISSION

Can we help you?

Helping you settle grievances with Central Government departments, or its public authorities.

Licensed businesses, associates and organizations in the Virgin Islands can complain to the Ombudsman about maladministration in the Virgin Islands Government institutions and bodies.

WHO WE ARE?

We are a free service set up by law, with power to investigate grievances that arise in your dealings with public agencies.

WHAT CAN YOU COMPLAIN ABOUT?

The Ombudsman investigates complaints about maladministration, which means poor or failed administration. If an agency is discourteous, fails to act in accordance with the law, or the principals of good service delivery, or violates fundamental rights, or acts contrary to undertakings in its service charter, and then does not deal effectively with your complaints about it, you may bring it to the Ombudsman.

Examples of problems the Ombudsman can help with are:

- Abuse of any power, including discretionary power
- Irregularities with handling of public tenders
- Refusal to give reasons for adverse decisions
- Unnecessary delay
- Improper discrimination
- Discourtesy
- Mistake of law or fact

We do advise that you first raise your concerns with the head of of the agency prior to contacting us.



WHAT CAN YOU NOT COMPLAIN ABOUT?

The Ombudsman is limited to investigating complaints. The Ombudsman cannot investigate:

- Government policy made by Cabinet or a Minister;
- the actions of judges, magistrates or any court;
- complaints against businesses or private individuals;
- the exercise of constitutional duties of the Attorney General or Auditor General;
- a matter if a civil remedy in court is possible.

But if you approach him, with problems in these areas, he will do his best to advise you where to turn.

WHY COMPLAIN?

Complaints about poor service and misbehaviour in public bodies may lead to redress for wrong actions and to improvements in service delivery generally. No fee is charged. Sometimes a telephone call from the Ombudsman's office to the agency concerned is enough to solve the problem.

TIME IS PRECIOUS

Submit your complaint online at www.ombudsman.vg
or contact us through email at complaints@ombudsman.vg

call us at **284-468-5123**

or visit us at our offices located at 80 Main Street on the 2nd Floor of the JR O'Neal Building in Road Town, Tortola.