

ANNUAL REPORT

The Ombudsman of Barbados 2015



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LETTER OF TRANSMITTAL

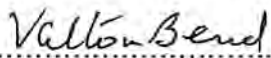
His Honour The President
The Senate
Parliament Buildings
Bridgetown

His Honour The Speaker
The House of Assembly
Parliament Buildings
Bridgetown

Dear Mr. President and Mr. Speaker:

I have the honour to submit the Annual Report of the activities of the Office of the Ombudsman covering the calendar year January 1, 2015 to December 31, 2015 to facilitate its laying before Parliament. The Report is made pursuant to Section 13(6) of the Ombudsman Act, Cap. 8A of the Laws of Barbados.

Yours faithfully,



VALTON D. BEND
Ombudsman

THE LOGO OF THE OMBUDSMAN FOR BARBADOS



The logo of the Office of the Ombudsman for Barbados was designed with a great deal of care and consideration; the symbolic significance of the logo's elements is as follows:

Colours: The colours of the Barbadian flag, ultramarine and gold, are the primary colours used in the rendering of the logo. The ultramarine reflects our sea and sky while the gold suggests the sand of our beaches.

Black and white: The central portion of the logo is rendered in black and white, with the left being the photographic negative of the right. These colours are representative of the Ombudsman's commitment to champion the cause of all Barbadians irrespective of colour, religion, class, gender, age or political persuasion.

Equal signs: The equal signs appear on both sides of the shield and are also photographic negatives of each other; they represent equality and the Ombudsman's commitment to act impartially and expeditiously in the handling of public grievances.

Shield: The Ombudsman is the advocate of the people and the principal aspect of his role is to shield the people of Barbados from injustice and maladministration at the hands of Government agencies.

Central figure: The abstracted form at the center of the shield represents the human and personal aspects of advocacy. The Office of the Ombudsman is not a faceless entity but a group of dedicated people committed to serve all Barbadians.

Sugar cane: Initially the source of our enslavement and subsequently the source of our economic independence; sugar cane has been central to our very existence as a nation and the foundation that we now build upon. The crossed sugar cane also provides a significant historical tie with the Barbadian coat of arms.

The logo of the Office of the Ombudsman for Barbados was developed in 1998 during the tenure of Mr. Carl Ince who was at that time the Ombudsman for Barbados. This logo was designed by the Design Services Section of the International Development Division of the Barbados Investment and Development Corporation (BIDC).

The records of the office tend to indicate that the principal officers of the BIDC with whom this office collaborated were Messrs Michael Piggott and Philip Marshal.

MAP OF BRIDGETOWN



THE MESSAGE OF THE OMBUDSMAN

The **Office of the Ombudsman** was designed as an agency which promotes fairness, accountability and transparency in the public sector by attempting to investigate and resolve public complaints and systemic issues within the particular jurisdiction. The function of the Ombudsman is to investigate decisions made, or actions taken, in the administration of a public sector body by those in authority.

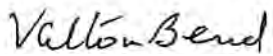
Our Office was established in 1987 under the *Ombudsman Act, Chapter 8A of the Laws of Barbados*. Complaints to our Office are confidential, investigations are conducted in private, and our services are provide free of charge to the complainant.

Addressing systemic issues is a key function of an Ombudsman and it will always be a priority of this Office. We assist the public in their complaints and encourage Public Officers to resolve individual complaints. The Office also offers advice on implementing change to the system where necessary. Some of the agencies review or change their policies from time to time.

Engaging with complainants and meeting with senior government officials to alert them to trends which we observe are also key aspects of our work in identifying and correcting maladministration. Communicating with stakeholders and fostering an understanding of our role and processes has proven to be more important than ever as our Office attempts to execute its mandate. As it would be impossible to satisfy every request for a systemic investigation, our Office stands guided by a clear and appropriate set of values and guiding principles when deciding the matters that come before us.

VALTON D.BEND
Ombudsman

to ensure that the principles of good governance are observed, maintained and upheld, confidence in our democracy and reliance on our institutional integrity would not be compromised.

A handwritten signature in black ink that reads "Valton Bend". The script is cursive and somewhat stylized.

VALTON D. BEND
Ombudsman

HISTORICAL BACKGROUND

The Office of the Ombudsman for Barbados was established in 1987 in spite of the fact that the legislation had been enacted some six years earlier. The Ombudsman's Office was established to provide a safeguard against maladministration and to protect its rights and interests of citizens. The Ombudsman approach is not new, since the redressing or resolving of complaints and or grievances of the people resulting from illegal or unfair administrative practices has long been the practice in this country. This fact may be best explained by an examination of many items of local legislation e.g. the National Insurance and Social Security Act and the regulations made pursuant to his act Cap 47 of the Laws of Barbados or the Town and Country Development Act Cap 240. These items of legislation clearly provide mechanisms by which the public who feel aggrieved by the action or inaction of state bureaucrats of such agencies at no financial cost to the state may appeal the decisions of these agencies.

FUNCTIONS OF THE OMBUDSMAN

Section 6(1) of the Ombudsman Act makes provision for the Ombudsman to investigate complaints from members of the public after he has received a written complaint.

In addition, this section of the legislation also provides that if he is of the opinion that, or if either House of Parliament resolves that there are reasons of special importance which made investigation (s) by the Ombudsman desirable in the public interest, he so does.

The main functions of the Ombudsman include:-

1. Investigation and the settling of grievances against government agencies.
2. Making recommendations for corrective measures when investigations reveal unlawful or unreasonable administrative procedures; and
3. Provide recommendations where appropriate for the improvement of administrative systems and their operations

ANALYSIS OF COMPLAINTS RECEIVED IN THE YEAR 2015

During the calendar year 2015 twenty-eight (28) new complaints were made to the Ombudsman for Barbados by members of the Barbadian public. It should be noted that a number of complaints was resolved in the year under review, though not all of those resolved cases pertained to that year of filing the complaint.

The agencies which complaints were made to this Office in 2015:

<u>Departments</u>	<u>Complaints</u>
Barbados Port Authority	2
Barbados Transport Board	1
Barbados Water Authority	1
Court Process Office	4
Customs Department	1
Her Majesty's Prisons	2
Labour Department	1
Ministry of Agriculture & Rural Development	1
National Conservation Commission	1
National Housing Corporation	1
National Insurance Department	1
Outside Jurisdiction	3
Police Department	3
Town and Country Development Planning Office	5
Welfare Department	1
Total	<u>28</u>

Fig 2

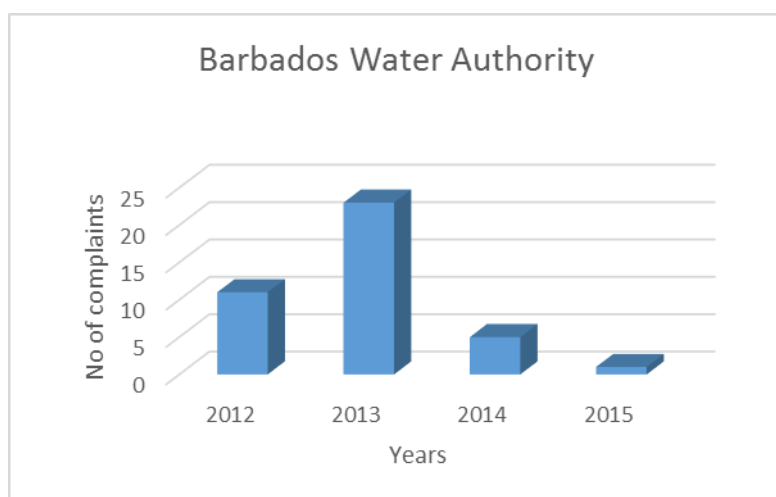
Year	2008	2009	2010	2011	2012	2013	2014	2015
Complaints Brought forward	28	61	107	267	362	412	503	529
Complaints received	148	337	218	122	58	125	29	28
Withdrawn	2	6	---	---	---	---	---	---
Outside Jurisdiction	8	47	58	27	8	28	3	3
Resolved	105	238	---	---	---	6	---	---
Outstanding	61	107	267	362	412	503	529	554

Fig 2 shows an analysis of the complaints in numbers received in the year 2015 compared with those for the years 2008 through to 2015.

Barbados Water Authority

During the calendar year 2015 one (1) members of the public made a complaint to this Office against the management of the Barbados Water Authority. Fig. 3 shows the number of complaints which have been made against this agency between the period for the years 2012 to 2015. During that year, responsibility for matters pertaining to the Barbados Water Authority was removed from the Office of the Ombudsman and transferred to the Fair Trading Commission.

Year	2012	2013	2014	2015
No. of complaints	11	23	5	1

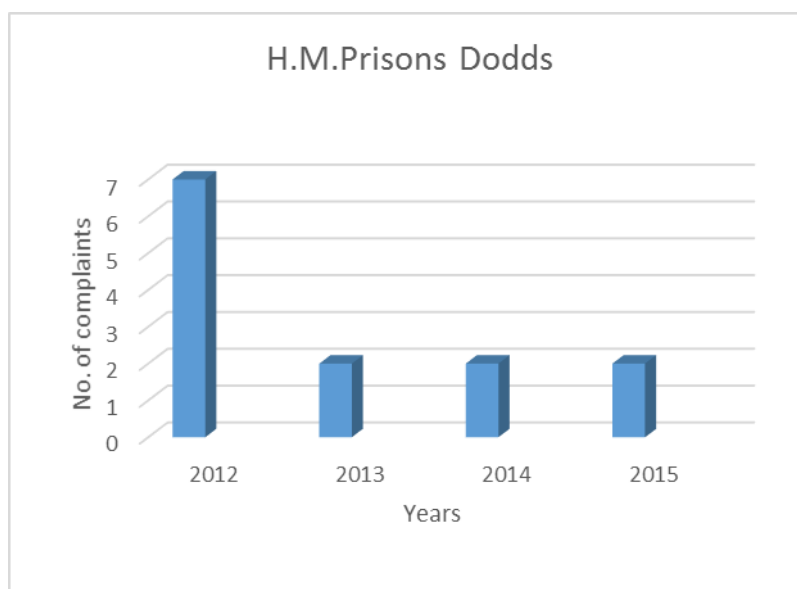


H.M. Prisons Dodds

During the year 2015 two (2) complaints were made to this Office against Her Majesty's Prisons, Dodds. This was the same as that which had been made against the agency in the year 2014.

Fig.4. below graphically shows the complaints which have been made against this agency for the years 2012 to 2015

Year	2012	2013	2014	2015
No. of complaints	7	2	2	2

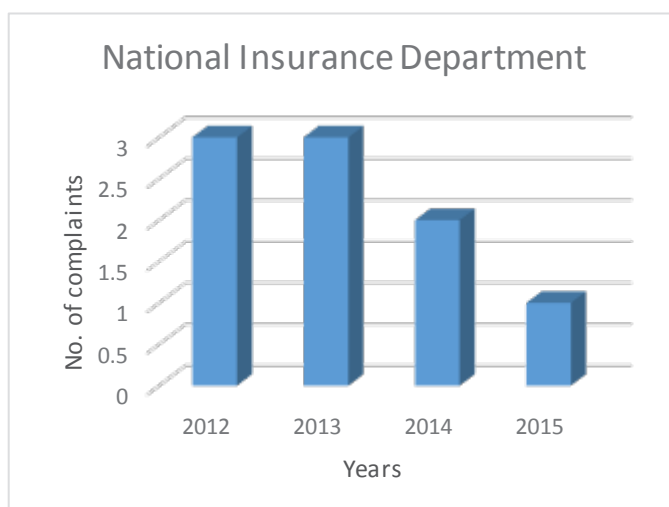


National Insurance Department

During the year 2015 one (1) complaint was made to this Office against the National Insurance Department. This was one complaint less than the two (2) which had been made against the agency in the year 2014.

Fig.5. below graphically shows the complaints, which have been made against this agency for the years 2012 to 2015:

Year	2012	2013	2014	2015
No. of complaints	3	3	2	1

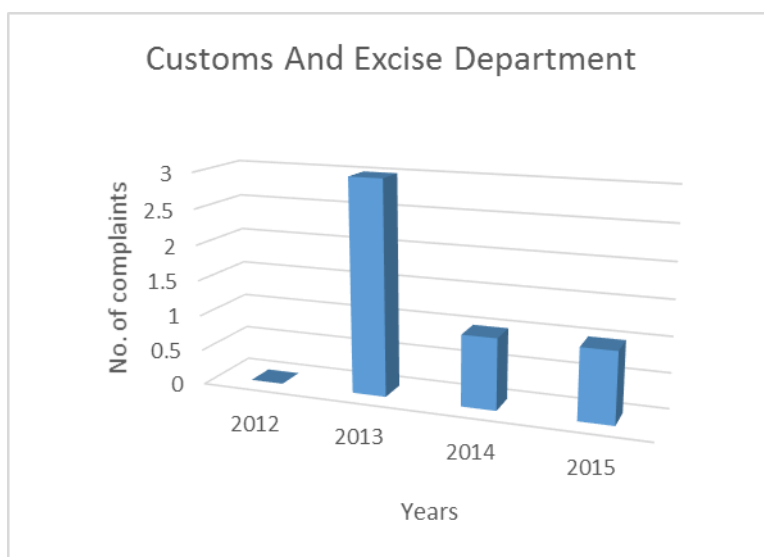


Customs And Excise Department

During the year 2015 one (1) complaint was made to this Office against the Customs and Excise Department. This was the same number as that which had been made against the agency in the year 2014.

Fig. 8 below graphically shows the complaints which have been made against this agency for the years 2012 to 2015.

Year	2012	2013	2014	2015
No. of complaints	0	3	1	1

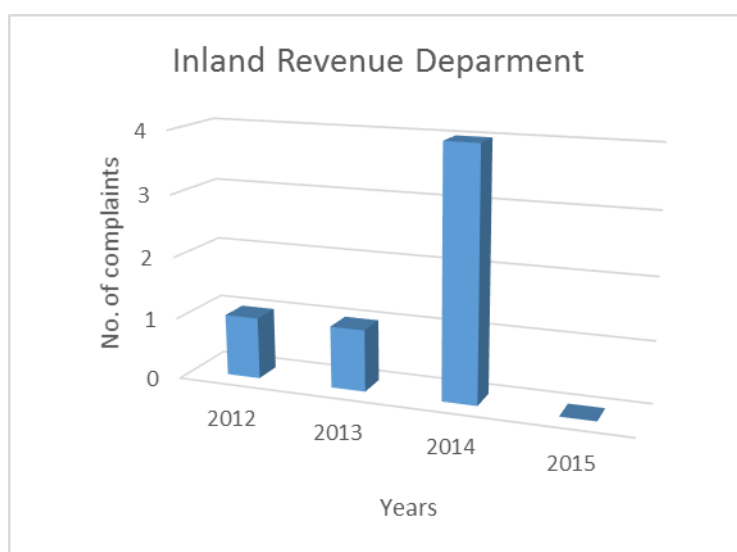


Inland Revenue Department

During the year 2015, there were no complaints made to this Office against the Inland Revenue Department. This was four (4) less than that which had been made against the agency in the year 2014.

Fig. 8 below graphically shows the complaints which have been made against this agency for the years 2012 to 2015.

Year	2012	2013	2014	2015
No. of complaints	1	1	4	0

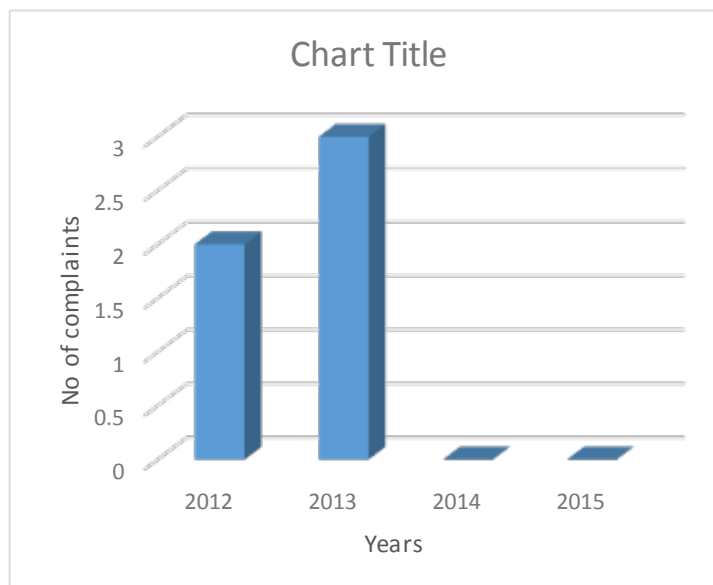


Ministry of Health

During the year 2015, there were no complaints made to this Office against the Ministry of Health. There was only one complaint, which had been made against the agency in the year 2014.

Fig. 8 below graphically shows the complaints which have been made against this agency for the years 2012 to 2015.

Year	2012	2013	2014	2015
No. of complaints	2	3	1	0



LOCAL MEETINGS AND WORKSHOPS

The Office of the Ombudsman attended meetings between Government Officials and members of Civil Society to share their concerns, observations and issues on matters of discrimination and abuse of human rights.

Representatives from the Office of the Ombudsman attended a Seminar hosted by the Ministry of International Business and the National HIV/AIDS Commission along with members of the LGBT community at Warrens Office Complex, Warrens, St. Michael. The seminar focused on the challenges which members of the LGBT community were experiencing, in particular when making complaints to the Royal Barbados Police Force. Their general complaint was that they were not treated with the same level of respect when making complaints as they perceived that other members of society were given.

The seminar also examined the possible extent of the role which the regional body, the Pan Caribbean Partnership Against HIV and AIDS, (PANCAP), could play in sensitizing the wider community as to the need for behaviour modification when dealing with LGBT persons. PANCAP was established by a Declaration of CARICOM Heads of Government on 14 February 2001 in response to the threat of HIV to sustainable human development.

PANCAP provides a structured and unified approach to the Caribbean's response to the HIV epidemic, coordinates the response through the Caribbean Regional Strategic Framework on HIV and AIDS (CRSF) to maximise efficient use of resources and increase impact, mobilises resources and build capacity of partners.

Representatives from the Office of the Ombudsman also attended a two-day seminar on Procurement Law hosted by the UWI Faculty of Law. **Procurement Law** provides for legal oversight of purchasing transactions between the Government and private business. It is designed to make sure that public money is spent carefully and wisely, and to ensure that government contracts are not awarded for inappropriate reasons.

A meeting was attended with representatives from the Department of Emergency Management (DEM), which urged that a Disaster Plan be formulated. It was stressed that **pre-planning** was critical if the Office of the Ombudsman was to be in a position to effectively prevent, mitigate, respond to and quickly recover from the impact of any disasters. In the event of an earthquake or a major disaster, streets may be impassable and the Public Service could be interrupted or stressed beyond limits. It was pointed out that each person should know how to provide for their own needs for an extended period of time, whether at work, home, or on the road, and to this end, the Office of the Ombudsman has drafted such a Plan, with reviews of such Plan occurring on an annual basis.

This Disaster Plan consists of guidelines that are aimed at:

- Informing all staff of their roles in the event of any type of disaster thereby reducing the probability of injury, loss of life and property.
- Conducting periodic simulated exercises in order to test the Plan. This will be done in collaboration with the Landlord.
- Training staff to cope with varying types of emergencies. (Emergency Management Procedures)
- Training at least two staff members in First Aid procedures.

**REPORT ON VISITS TO CORRECTIONAL AND DETENTION
FACILITIES BY THE OMBUDSMAN**

In order to investigate compliance with Human Rights Standards as mandated by the Office of the High Commissioner for Human Rights, a series of visits were made to the various correctional and detention facilities.

Her Majesty's Prison at Dodds, St. Philip

No interviews were conducted with actual inmates, or relatives of current inmates. All discussion was held with the prison authorities concerning matters related to the national prison population. For the most part, the facility was found to be adhering to the guidelines as stipulated by the United Nations.

The Government Industrial School at Dodds, St. Philip

Matter of concern included the need for the definition of juvenile to be changed to include the 16-18 age group and the fact that approximately 40% of the residents were asthmatics. There exists a need for transitory housing as some experience homelessness after leaving the facility was raised.

The Government Industrial School at Barrows, St. Lucy

There is a need for a psychiatric nurse being attached to the facility as some of the residents have mental health issues. Staff need to be trained and there is a need for internet access at the facility as well as more equipment for recreation.

Oistins Police Station, Oistins Court Complex, Christ Church

A chair in the holding area at this facility was found to be in need of repair. No other infractions were found.

St. Mathias Magistrates Court, Christ Church

The bench in the holding area at this facility was found to be in need of repair. No other infractions were found.

There were a number of Police Stations at which inspection was not facilitated.

SAMPLE CASES

1. The Office of the Ombudsman received a complaint from an individual who complained of sustaining an Injury to the left Femur while on a training exercise with the Barbados Defence Force in Walkers, St. Andrew.

The individual was treated at the Queen Elizabeth Hospital (QEH) where the leg underwent a traction procedure. Hospitalization lasted for four weeks.

A gallium nail was inserted and the individual was not fully weight bearing for approximately one year.

To date, the issue of compensation has not been settled by the Solicitor General's Chambers.

2. The Office of the Ombudsman received a complaint from the family of a deceased person, whose body had been discovered at sometime between November 5 and 6, 1993. The members of the Royal Barbados Police Force attended the scene.

The family complained that they had heard nothing further from the Police on the matter since the year 1995, and wanted to be informed as to whether the case had been closed. The family also stated that items of jewellery and a sum of United States currency belonging to the deceased had been taken from the scene by the Officers present.

This Office wrote to the Commissioner of Police concerning the matter and was informed that after thorough investigation, the property of the deceased cannot now be found or traced. The matter was referred to the Solicitor General's Chambers.

To date, the issue of compensation has not been settled by the Solicitor General's Chambers.

3. The Office of the Ombudsman received a complaint from a group of residents from a particular area in Christ Church. The complaint was that an illegal structure had been erected within that area and was being used to carry on commercial activity. The residents contended that the operation of that business was in contravention of the Covenants establishing that residential development.

The relevant authorities were contacted and the structure at issue was removed.

4. The Office of the Ombudsman received a complaint from a resident from a particular area in St. Andrew against the Barbados Water Authority. The complaint was that the water bill received was way too high bearing in mind that that particular area had suffered prolonged water outage during the period at issue.

The Barbados Water Authority was contacted and the matter was resolved satisfactorily.

5. The Office of the Ombudsman received a complaint from an inmate at Her Majesty's Prison Dodds, Dodds, St. Philip, who has highlighted an issue with certain Officers from the Royal Barbados Police Force and has asked that this Office intercede in the matter.

The inmate complained of being beaten resulting in the sustaining of certain injuries. This matter has not yet been resolved.

APPENDIX 1

Appendix

CHAPTER 8A

OMBUDSMAN

ARRANGEMENT OF SECTIONS

SECTION

1. Short title.
2. The Ombudsman.
3. Appointment and removal.
- 3A. Salary.
4. Administrative provisions.
5. Powers of investigation.
6. Conditions of investigation.
7. Legal remedies.
8. Complaints.
9. Procedure of investigation.
10. Power to obtain information.
11. Secrecy of information.
12. Obstruction and contempt.
13. Reports.
14. Communications privileged.
15. Regulations.
16. Expenses.

FIRST SCHEDULE

SECOND SCHEDULE

CHAPTER 8A

OMBUDSMAN

An Act to provide for the establishment of the office of Ombudsman.

1980-68.
1988-5.

[5th January, 1981]

Commence-
ment.
S.I. 1980/
191.

1. This Act may be cited as the *Ombudsman Act*.

Short title.

2. (1) There shall be an Ombudsman for Barbados who shall, in accordance with this Act, investigate and report upon allegations of improper, unreasonable or inadequate administrative conduct.

The Ombuds-
man.

(2) The Ombudsman shall perform his functions in accordance with his own independent judgment but shall be responsible to Parliament for the general discharge of his duties.

(3) The Ombudsman shall not enter upon the duties of his office until he has taken and subscribed the oath of office in the form set out in the First Schedule.

First
Schedule.

(4) The Ombudsman shall not be a member of the Senate or of the House of Assembly and shall not hold any other office of emolument or engage in any other occupation for reward.

3. (1) Subject to subsection (2), the Ombudsman shall be appointed by the Governor-General, by instrument under the Public Seal, on the recommendation of the Prime Minister after consultation with the Leader of the Opposition.

Appoint-
ment and
removal.

(2) The Governor-General shall before appointing a person to be the Ombudsman, submit the proposed appointment to each House of Parliament for approval.

(3) The Ombudsman may be removed from office in accordance with the provisions of section 105 of the *Constitution* which shall apply to his office as if enacted by this Act and the prescribed authority for that purpose shall be the Prime Minister acting after consultation with the Leader of the Opposition.

(4) The Ombudsman shall vacate office on attaining the age of 65 years but may be re-appointed by the Governor-General in the same manner as under subsection (1) for one further period not exceeding 5 years.

(5) The Ombudsman may resign office at any time by written notice to the Governor-General.

Appendix - Cont'd

Salary.
1988-5.

3A. (1) There shall be paid to the Ombudsman a salary at such annual rate as the Governor-General specifies by order.

(2) An order made under this section shall be subject to negative resolution.

(3) An order made under this section may contain such supplementary provisions as the Governor-General may consider necessary or expedient for the purposes of the order.

Administra-
tive pro-
visions.

4. (1) Any function of the Ombudsman under this Act may be performed by any officer of the Ombudsman authorised by him for that purpose.

(2) The officers of the Ombudsman shall be public officers appointed in accordance with section 94 of the *Constitution*.

(3) The Ombudsman may charge such fees in connection with his functions in such amounts and subject to such conditions as the Governor-General may prescribe.

(4) All fees received by the Ombudsman pursuant to subsection (3) shall be paid to the Accountant General.

Powers
of investi-
gation.

5. (1) The purpose of an investigation by the Ombudsman shall be to ascertain whether injustice has been caused by improper, unreasonable or inadequate administrative conduct on the part of a government ministry, department or other authority subject to this Act.

1988-5.

(2) The Ombudsman may investigate any course of conduct or anything done or omitted by any person in the exercise of administrative functions respecting any business of the Government, including the administration of any statutory board or department of the Government responsibility for which has been assigned to the Prime Minister or any other Minister pursuant to section 72 of the *Constitution*, not being functions concerned with a matter specified in the Second Schedule.

Second
Schedule.

(3) The Governor-General may, by order, amend the Second Schedule; but any such order shall be subject to affirmative resolution.

(4) An investigation by the Ombudsman shall not be prevented by any provision in any enactment, other than the *Constitution*, to the effect (howsoever expressed) that any matter or thing shall be final or conclusive or shall not be disputed, reviewed or called in question.

(5) If any question arises whether the Ombudsman is empowered to make an investigation or to exercise any power under this Act he may, if he thinks fit, apply to the High Court which may determine the question by declaratory order.

Appendix – Cont'd

6. (1) The Ombudsman shall not make an investigation without first receiving a written complaint in accordance with this Act, unless he is of opinion or either House of Parliament resolves that there are reasons of special importance which make investigation by the Ombudsman desirable in the public interest.

Conditions
of investi-
gation.

(2) In deciding whether to make, continue or discontinue an investigation authorised by this Act the Ombudsman shall in all cases act in accordance with his own discretion which shall not be questioned; and in particular he may refuse to investigate any matter on the ground that it is trivial or that the complaint is frivolous or vexatious or not made in good faith, or that the complainant has not a sufficient interest therein.

7. (1) Subject to subsection (2), the Ombudsman shall not investigate any case where, in his opinion, the complainant would at any time have had a remedy or right of appeal in a court of law, tribunal or similar body established by the *Constitution* or by or under any enactment or by or on behalf of Her Majesty.

Legal
remedies.

(2) Notwithstanding subsection (1), the Ombudsman may investigate such a case if he is satisfied that for special reasons the complainant could not fairly be expected to have had recourse to such remedy or right of appeal.

8. (1) A complaint under this Act may be made by any person or body of persons, whether incorporated or not, other than a government department, public authority or body constituted for purposes of the public service or for managing any industry or undertaking in public ownership.

Complaints.

(2) A complaint may be made by the person aggrieved or his duly authorised agent; and where the aggrieved person has died, the complaint may be made on his behalf by his personal representative or by such other suitable person as the Ombudsman determines.

(3) A complainant shall be a citizen or a resident of Barbados (or shall have been such at the time of his death) or shall have been in Barbados or on a ship or aircraft or installation registered in or belonging to Barbados at the time of the act or omission of which he complains.

(4) A complainant who is no longer in Barbados shall, if the Ombudsman so directs, be permitted to re-enter and remain in Barbados, subject to such conditions as the Minister responsible for immigration may direct, for the purposes of the investigation.

(5) A complaint may not be made later than 12 months from the day on which the complainant first knew of the facts giving rise to his complaint; but the Ombudsman may extend this time if in his opinion there are special circumstances which justify such extension.

Appendix – Cont'd

(6) The Ombudsman shall determine any question whether a complaint is duly made to him.

Procedure of investigation.

9. (1) The procedure of an investigation by the Ombudsman shall, subject to this Act, be such as he shall determine.

(2) An investigation by the Ombudsman shall be held in private and he may make such inquiries from such persons and in such manner as he may think fit.

(3) The Ombudsman may determine whether any person may be represented by an attorney-at-law or otherwise in an investigation.

(4) The Ombudsman shall, before making an investigation give to the principal officer of the department or authority concerned, and to any other person against whom the complaint is made, an opportunity to comment upon the complaint.

(5) No person shall be entitled, as of right, to be consulted or heard by the Ombudsman, except in the manner provided by this Act.

(6) The Ombudsman may, in the manner prescribed, reimburse the complainant and any other person who assists in an investigation for expenses incurred and time lost.

Power to obtain information.

10. (1) Subject to subsection (3), the Ombudsman may, for the purpose of an investigation, require any Minister, officer or member of the department or authority concerned or any other person (including the complainant) to supply any information, produce any document or thing, attend for examination, or allow access by the Ombudsman to any premises of the department or authority.

(2) The Ombudsman shall, for such purposes, have the same powers as the High Court (including the power to administer oaths and affirmations) but subject to the same rules relating to immunity and privilege from disclosure as apply in the High Court and subject also to the following provisions of this section.

(3) Where the Attorney General certifies that the giving of any information or the answering of any question or the production of any document or thing or the allowing of access to any premises

(a) might prejudice the security, defence or international relations of Barbados or the investigation or detection of offences;

Appendix - Contd

- (b) might involve the disclosure of deliberations of the Cabinet; or
- (c) might involve the disclosure or proceedings of the Cabinet or of any committee of the Cabinet relating to matters of a secret or confidential nature and would be injurious to the public interest,

the Ombudsman shall not require the information or answer to be given or the document or thing to be produced or access to the premises to be allowed.

(4) Subject to subsection (3), no information, answer, document or thing shall be withheld from the Ombudsman on the ground that its disclosure would be contrary to the public interest.

11. (1) Information obtained by or on behalf of the Ombudsman in the course of an investigation shall not be disclosed in legal proceedings or otherwise except Secrecy of information.

- (a) for the purposes of the investigation and any report thereon under this Act;
- (b) for the purposes of proceedings (or possible proceedings) for an offence of perjury connected with an investigation under this Act; or
- (c) for the purposes of proceedings under section 12.

(2) The Attorney General may give written notice to the Ombudsman that disclosure by the Ombudsman of any specified information or document, or of any class of information or document, would, in his opinion, be prejudicial to the safety of Barbados or otherwise contrary to the public interest; and in that case the Ombudsman and his officers shall not communicate such information or document to any person or in any manner.

12. (1) If any person without lawful excuse obstructs the Ombudsman or any officer of his in the performance of his functions under this Act or fails to act as lawfully required by the Ombudsman, the Ombudsman may certify the offence to the High Court. Obstruction and contempt.

(2) Where an offence is so certified the High Court may, after hearing any person properly desiring to be heard, punish the offender in the same manner as for contempt of court.

Appendix - Cont'd

Reports.

13.(1) The Ombudsman shall make a report to each complainant explaining the result of his investigation, or his reasons for not investigating or partially investigating the complaint.

(2) Where the Ombudsman makes an investigation on his own initiative or pursuant to a resolution of either House of Parliament he shall make a report thereupon to that House of Parliament.

(3) In the case of a completed investigation the report of the Ombudsman shall state whether he finds that injustice has been sustained by reason of improper, unreasonable or inadequate conduct on the part of any person, government ministry or department or other authority subject to investigation under this Act and, in any case where he so finds, what action, if any, he recommends by way of remedy or compensation for the injustice.

(4) The Ombudsman shall, before making any report, afford an opportunity to be heard to any person, government ministry or department or other authority upon whose conduct he proposes to make adverse comment.

(5) A copy of each report made by the Ombudsman on a particular case shall be sent by him to the principal officer of the relevant government ministry or department or authority and also, if the Ombudsman thinks fit, to any other person whose conduct is the subject of the complaint or of comment in the report.

(6) The Ombudsman shall, in each calendar year, prepare for laying before each House of Parliament a general report on his functions under this Act.

(7) The Ombudsman may, from time to time, prepare for laying before each House of Parliament such other reports as he may think fit, including

- (a) a report on the inequitable or unreasonable nature or operation of any enactment or rule of law, and
- (b) a report on any case where in his opinion injustice has been sustained as aforesaid and the injustice has not been or will not be remedied or compensated.

(8) In making any report the Ombudsman may name or refrain from naming any person as he may think fit.

Appendix – Cont'd

(9) The Ombudsman shall submit his reports made under subsections (6) and (7) to the Speaker of the House of Assembly and to the President of the Senate (or, if the office of Speaker or President is vacant or the Speaker or President, as the case may be, is for any reason unable to perform the functions of his office, to the Deputy Speaker or Deputy President) who shall cause them to be laid before the House of Assembly and the Senate respectively.

14. For the purposes of the law of defamation

- (a) any communication made by or to the Ombudsman for the purposes of a complaint or investigation shall be privileged in the same manner as if it were made in the course of proceedings in the High Court;
- (b) any report of the Ombudsman under this Act shall be deemed to be authorised to be published by both Houses of Parliament;
- (c) any communication between the Ombudsman and a member of either House of Parliament for the purposes of the Ombudsman's functions shall be deemed to be a proceeding in Parliament.

Com-
munications
privileged.

15. (1) The Governor-General may make regulations generally for the administration of this Act and, in particular, for prescribing any thing required to be prescribed under this Act.

Regula-
tions.

(2) Regulations made under this Act shall be subject to affirmative resolution.

16. All expenses incurred by the Ombudsman in connection with his functions under this Act or the regulations shall be defrayed out of moneys voted for the purpose by Parliament.

Expenses.

FIRST SCHEDULE

Section 2(3)

OATH FOR THE DUE EXECUTION OF THE OFFICE OF OMBUDSMAN

I, _____, appointed Ombudsman of Barbados in accordance with the Ombudsman Act, Cap. 8A, do swear that I will faithfully and impartially perform the duties of my office.

Appendix - Concl'd

1988-5.

SECOND SCHEDULE

Section 5(2)

MATTERS NOT SUBJECT TO INVESTIGATION

1. Action taken in matters certified by the Minister responsible for Foreign Affairs or other Minister of the Crown to affect relations or dealings between the Government of Barbados and any other Government or any international organisation of States or Governments.
2. Action taken, in any country or territory outside Barbados, by or on behalf of any officer representing or acting under the authority of Her Majesty in respect of Barbados or any other public officer of the Government of Barbados.
- Cap. 189. 3. Action taken by the Attorney General under the *Extradition Act*.
4. Action taken by or with the authority of the Attorney General or any other Minister of the Crown, the Director of Public Prosecutions or Commissioner of Police for the purposes of investigating crime or protecting the security of Barbados, including action taken with respect to passports.
- Cap. 159. 5. The commencement or conduct of civil or criminal proceeding before any court of law in Barbados, or proceedings under the *Defence Act*.
6. Action taken in connection with the exercise or possible exercise of the prerogative of mercy under the *Constitution* or otherwise.
- 1988-5. 7. Action taken in matters relating to contractual or other commercial transactions, being transactions of a department of government or a statutory board not being transactions relating to
 - (a) the acquisition of land compulsorily or in circumstances in which it could be acquired compulsorily;
 - (b) the disposal of surplus land acquired compulsorily or in circumstances in which it could be acquired compulsorily.
8. Any action or advice of a qualified medical practitioner or consultant involving the exercise of professional or clinical judgment.
9. Any matter relating to any person who is or was a member of the armed or police forces of Barbados in so far as the matter relates to
 - (a) the terms and conditions of service of such member; or
 - (b) any order, command, penalty or punishment given to or affecting him in his capacity as such member.
10. Any action which by virtue of any provision of the *Constitution* may not be enquired into by any court.
11. The grant of honours or awards.
- 1988-5. 12. Matters relating to the grant of liquor licences.
13. Matters relating to the regulation of public utilities.
- Cap. 190. 14. Any function of the Minister under the *Immigration Act* or the regulations made thereunder.
15. Any judicial function not specifically excluded by paragraphs 1 to 14.



COMPLAINT FORM



ID Number

1. NAME
2. ADDRESS
3. TELEPHONE NUMBER (*Home*) (*Work*)
4. *What Ministry, Department or Statutory Board are you complaining against?*
5. *Have you complained to the Ministry, Department or Statutory Board about this matter?*
- If so, on what date did you complain?
 - Was your complaint in writing?
 - Have you received a written reply?
6. *What are you complaining about?*
- (If there is not enough space please continue on a separate sheet)

Signature:..... Date:.....

Form to be returned to:

**The Office of the Ombudsman
2nd Floor, Trident House,
Lower Broad Street,
BRIDGETOWN.**

For official use only

For official use only



E. J. WALCOTT BUILDING

UNITED STATES MARSHAL SERVICE
ADMINISTRATIVE OFFICE
RECORDS MANAGEMENT DIVISION