

ANNUAL REPORT

The Ombudsman

of Barbados

2008



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LETTER OF TRANSMITTAL

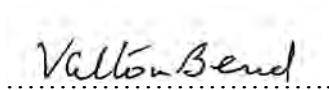
His Honour The President
The Senate
Parliament Buildings
Bridgetown

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, 2008 to December 31, 2008 to facilitate it's 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



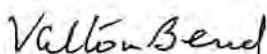
THE MESSAGE OF THE OMBUDSMAN

The essence of the Ombudsman system is to hear and determine allegations of bias, unfair treatment and maladministration against government officials. The process involves laying a complaint which alleges an infringement of the civil rights of the citizen at the hands of a government agency. The department is informed of the complaint and is invited to respond. It may be settled quickly to the satisfaction of the parties. There are complex matters that require meetings, explanations and in-depth investigation. The relevant facts are discovered. Adjustments may be made and practices affecting the rights of the citizen may be abandoned. A fair hearing is the standard employ. Resolution to some matters are based on conciliation negotiation and mediation.

I am satisfied that departments generally follow acceptable standards in the delivery of service to the public. The areas giving rise to complaint are easily rectified. Members of the public seeking assistance often express thanks and satisfaction for the service rendered.

Public officials are reminded that they have a responsibility to provide excellent service to the public. The public also have a right to expect excellent service from agencies of government. The benefit of providing excellent service is the avoidance of litigation and costs against central government. A satisfied public is the yardstick of good administration. Good administration promotes democracy and ensures peace, order and good government in society.

The Office of the Ombudsman will continue to work with departments of government in a spirit of co-operation. It will assist each agency to live up to its creed and maintain its integrity. As a stakeholder, in the administration our focus is to ensure that genuine service is delivered to members of the public. Their overall satisfaction is a measure of our success. Our common purpose is 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.



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 2008

During the calendar year 2008 one hundred and forty-eight (148) complaints were made to this office by members of the Barbadian public. In addition, twenty-eight (28) complaints were brought forward from earlier years; this made a total of one hundred and seventy-six (176) complaints investigated during the year 2008. Of these complaints one hundred and five (105) were resolved and sixty-one (61) carried forward. This can be seen in fig.1 which shows an analysis of the complaints in numbers received in the year 2008 compared with those for the years 2001 through to 2008.

Fig. 1

Year	2001	2002	2003	2004	2005	2006	2007	2008
Complaints Brought forward	162	212	183	132	186	153	101	28
Complaints received	213	184	115	226	255	189	141	148
Withdrawn	0	0	1	0	3	5	2	2
Outside Jurisdiction	2	1	3	6	4	6	3	8
Resolved	161	212	162	166	281	230	209	105
Outstanding	212	183	132	186	153	101	28	61

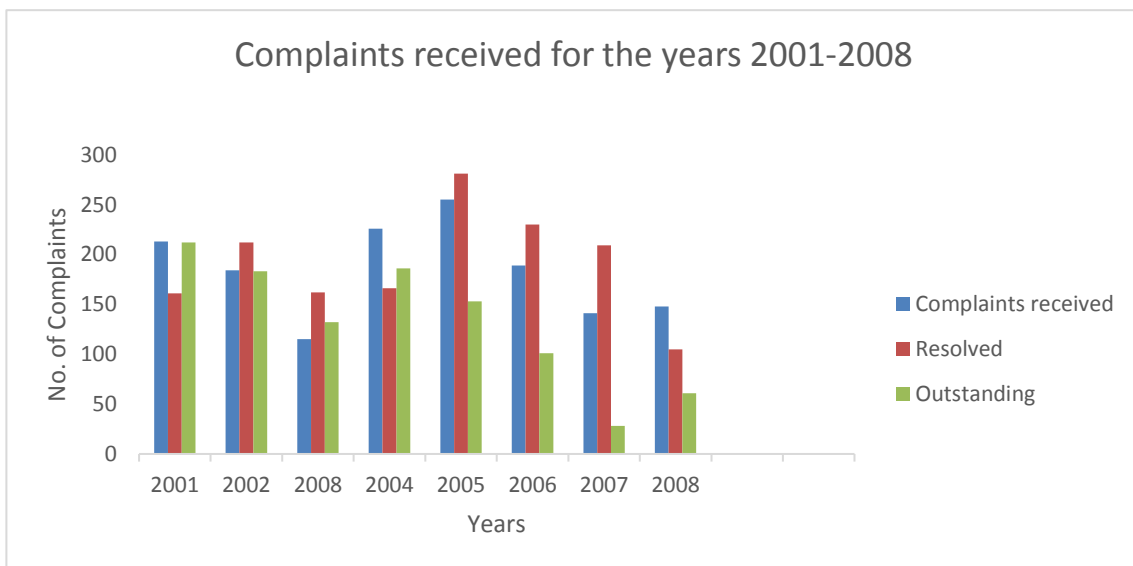


Fig. 3

The agencies which complaints were made to this Office in 2008

Departments	Complaints
Attorney General's Chambers	2
Barbados Bar Association	1
Barbados Defence Force	1
Barbados Government Printery	1
Barbados Postal Service	1
Barbados Statistical Service	1
Barbados Transport Board	4
Barbados Water Authority	11
Child Care Board	1
Court System	3
Customs & Excise Department	1
Her Majesty's Prisons	10
Immigration Department	5
Inland Revenue Department	5
Land Registry Department	1
Marshals	3
Ministry of Education, Youth Affairs & Sports	6
Ministry of Health	21
Ministry of Housing, Lands & the Environment	3
Ministry of International Transport	1
Ministry of Labour	1
Ministry of Public Works & Transport	15
National Conservation Commission	1
National Housing Corporation	2
National Insurance Department	16
Outside Jurisdiction	8
Personnel Administration Division	4
Police Department	7
Prime Minister Office	1
Registration Department	2
Sanitation Service Authority	1
Town and Country Development Planning Office	5
Urban Development Commission	1
Welfare Department	<u>2</u>
Total	<u>148</u>

Fig 4

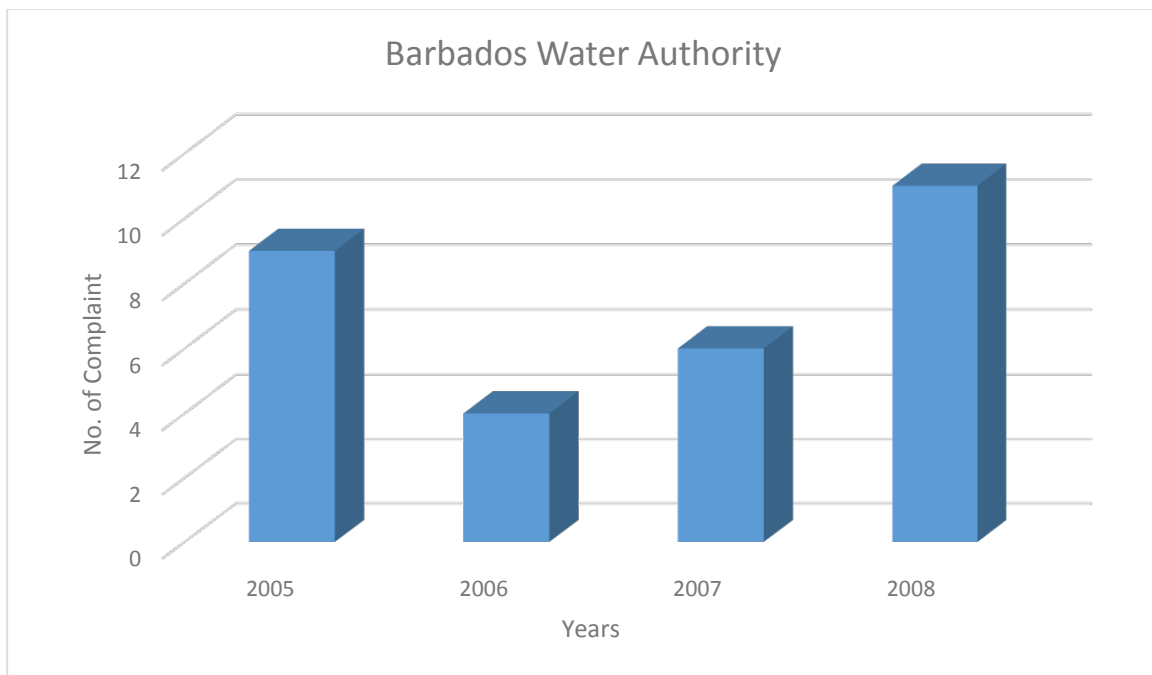
During the calendar year 2008 eleven (11) members of the public made complaints to this Office against the management of the Barbados Water Authority. Fig. 4 shows the number of complaints which have been made against this agency between the period for the years 2005 and 2008

Fig. 4

This may be seen graphically in the chart below:

Barbados Water Authority

Year	2005	2006	2007	2008
No. of complaints	9	4	6	11



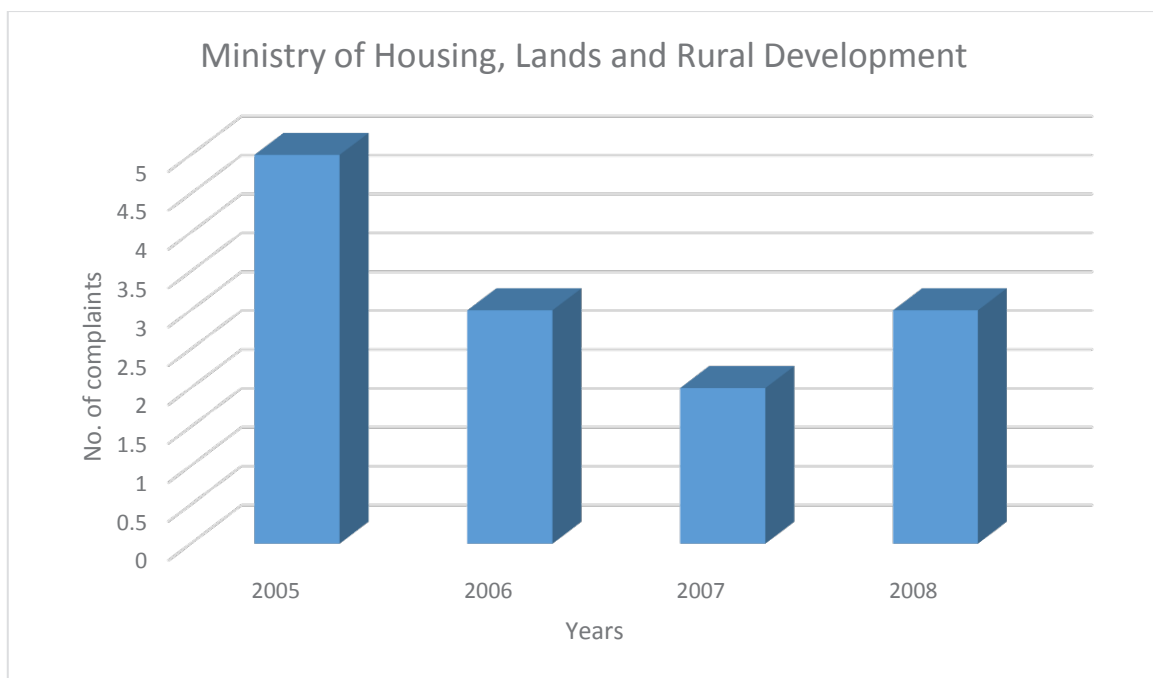
MINISTRY OF HOUSING, LANDS AND RURAL DEVELOPMENT

Three (3) complaints were made to this Office during the year 2008 against Ministry of Housing, Lands and Rural Development. This was one more than the two (2) which were made against that agency in 2007.

Fig.5- below graphically shows the complaints which have been made against this agency for the years 2005 to 2008.

Fig. 5

Year	2005	2006	2007	2008
No. of complaints	5	3	2	3



Royal Barbados Police Force

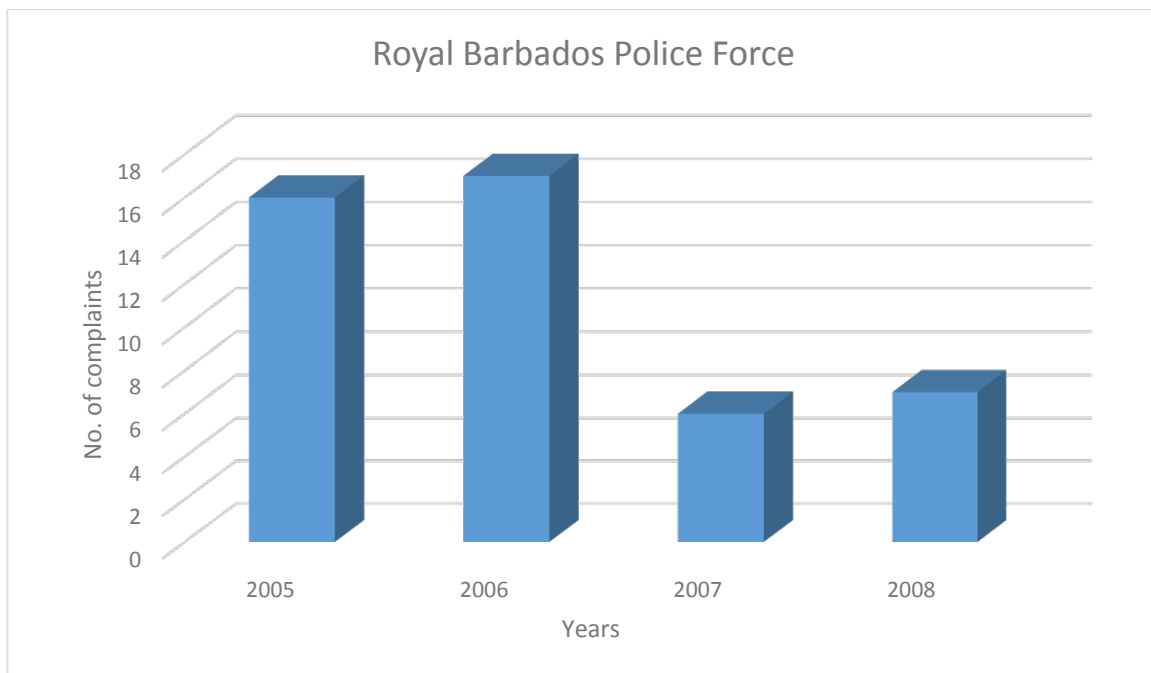
Seven (7) complaints were made to this Office during the year 2008 against the Royal Barbados Police Force. This was one (1) complaint more than the six (6) which had been made against the Police in the year 2007.

Fig. 6 below graphically shows the complaints which have been made against this agency for the years 2005 to 2008.

Fig.6

This may be seen graphically in the chart below:

Year	2005	2006	2007	2008
No. of complaints	16	17	6	7



NATIONAL INSURANCE DEPARTMENT

During the calendar year 2008 a total of sixteen (16) complaints were made to this Office against the management of the National Insurance Department from members of the public. This number of complaints is one less than the seventeen (17) which were made against the agency in the year 2007.

The National Insurance Department manages the Social Security payments for all Barbadians in respect of: –

- (a) Old Age Non-Contributory Pension
- (b) Old Age Contributory Pension
- (c) Sickness Benefits
- (d) Survivors Benefits
- (e) Maternity Benefits
- (f) Funeral Grants
- (g) Unemployment Benefits
- (h) Invalidity Benefits
- (i) Employment Injury Benefits
- (j) Disablement Benefits
- (k) Duplication of Benefits
- (l) Prescribed Degree of Disablement

This Office also plays a key function in the management of Severance Payments to all persons who qualify for such payments.

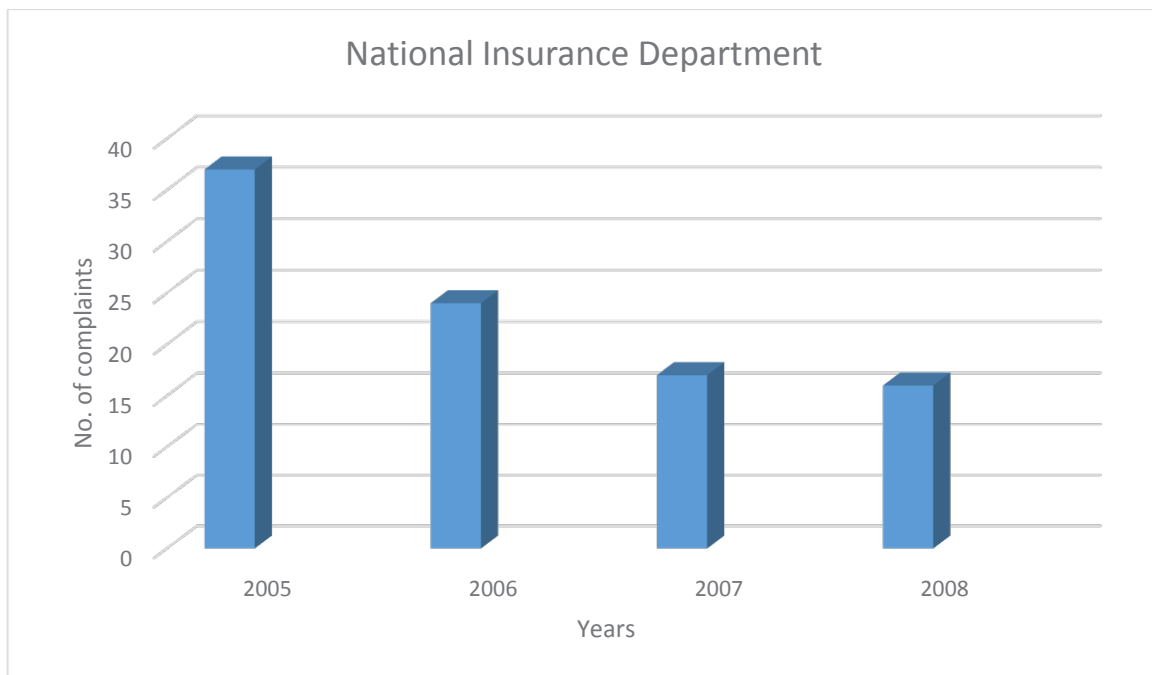
National Insurance Department

Fig. 7 - below shows a breakdown of the numbers of complaints received against the management of this agency for the years 2005 to 2008.

This may be seen graphically in the chart below:

Fig7

Year	2005	2006	2007	2008
No. of complaints	37	24	17	16



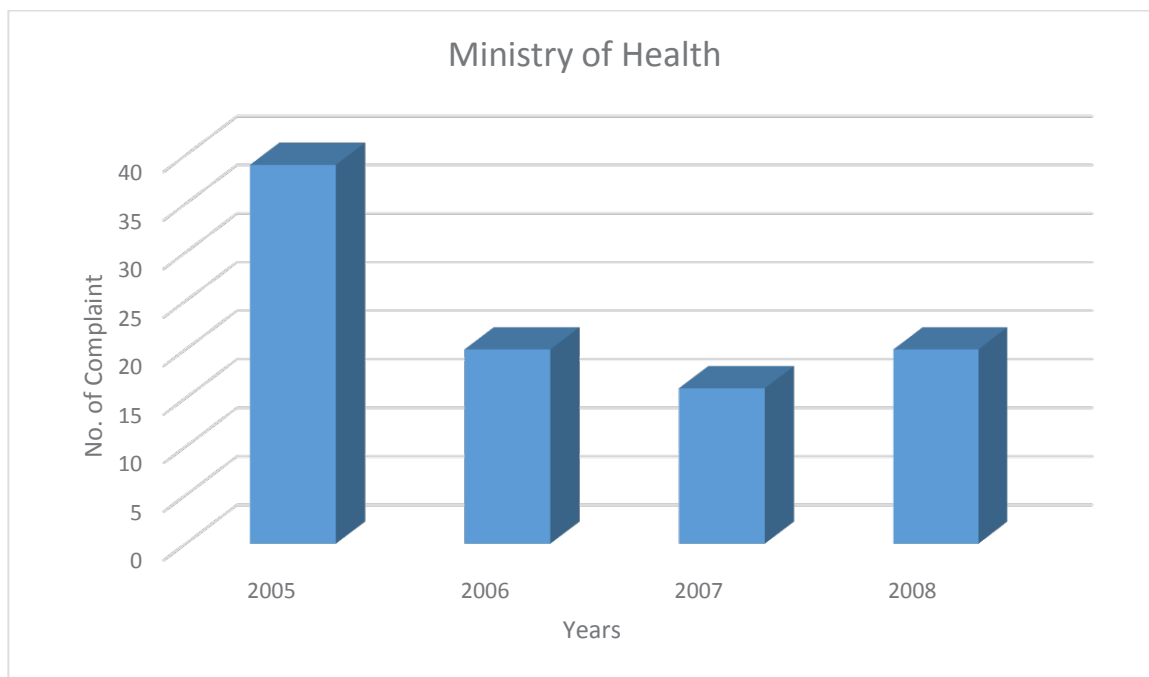
Ministry of Health

During the year 2008 twenty (20) complaints were made to this Office against the Ministry of Health. This was four complaints more than the sixteen (16) which had been made against the agency in the year 2007.

Fig. 8 below graphically shows the complaints which have been made against this agency for the years 2005 to 2008.

Fig. 8

Year	2005	2006	2007	2008
No. of complaints	39	20	16	20



H.M. Prisons Dodds

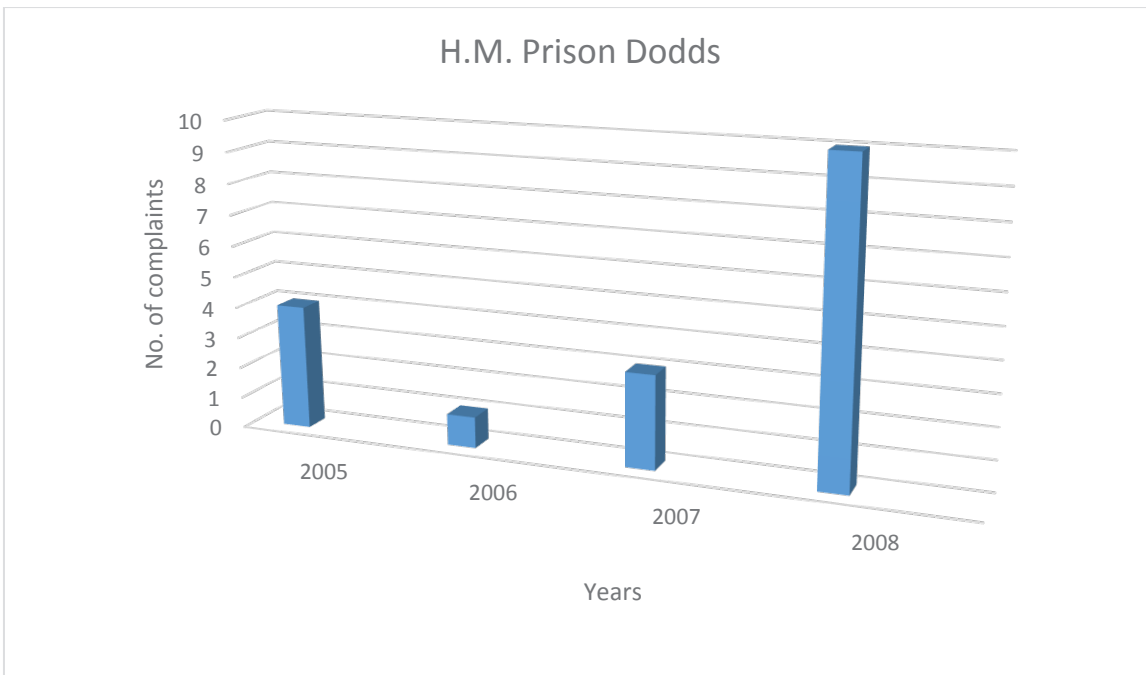
During the year 2008 ten (10) complaints were made to this Office against Her Majesty's Prisons, Dodds. This was seven complaints more than the three (3) which had been made against the agency in the year 2007.

Fig. 9. below graphically shows the complaints which have been made against this agency for the years 2005 to 2008.

Fig 9

This may be seen below graphically in the chart below:

Year	2005	2006	2007	2008
No. of complaints	4	1	3	10



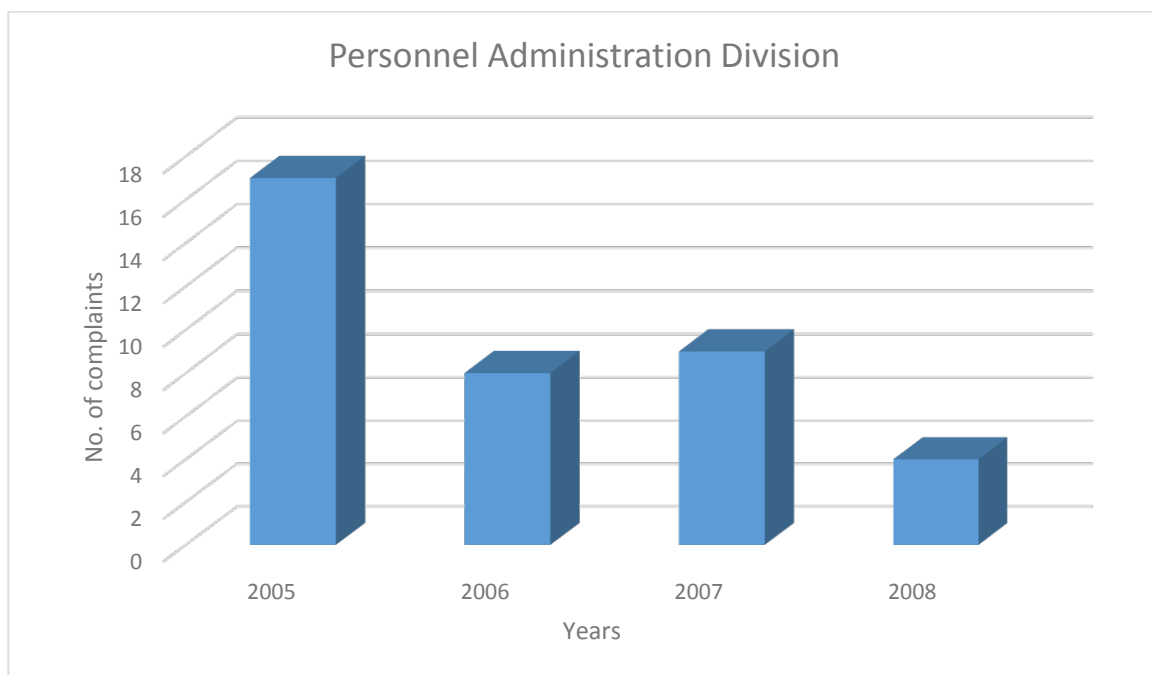
Personnel Administration Division

During the year 2008 four (4) complaints were made to this Office against The Personnel Administration Division. This was five complaints less than the nine (9) which had been made against the agency in the year 2007.

Fig. 10. below graphically shows the complaints which have been made against this agency for the years 2005 to 2008

Fig. 10

Year	2005	2006	2007	2008
No. of complaints	17	8	9	4



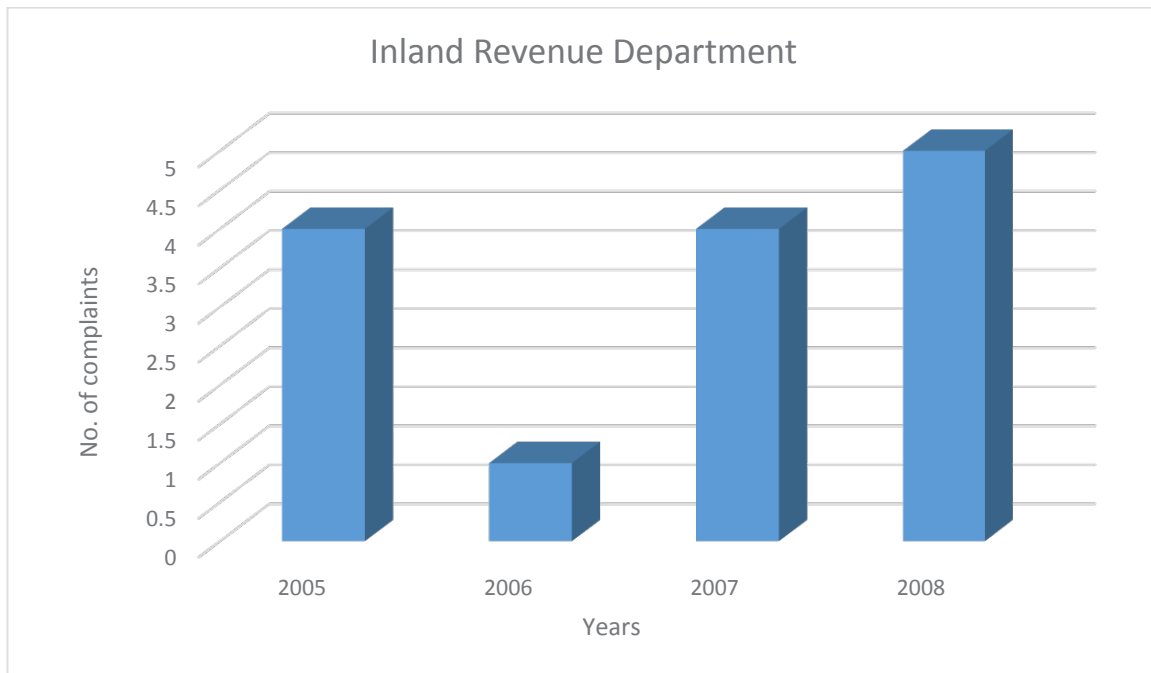
Inland Revenue Department

During the year 2008 five (5) complaints were made to this Office against The Inland Revenue Department. This was one complaint more than the four (4) which had been made against the agency in the year 2007.

Fig. 11. below graphically shows the complaints which have been made against this agency for the years 2005 to 2008

Fig. 11

Year	2005	2006	2007	2008
No. of complaints	4	1	4	5



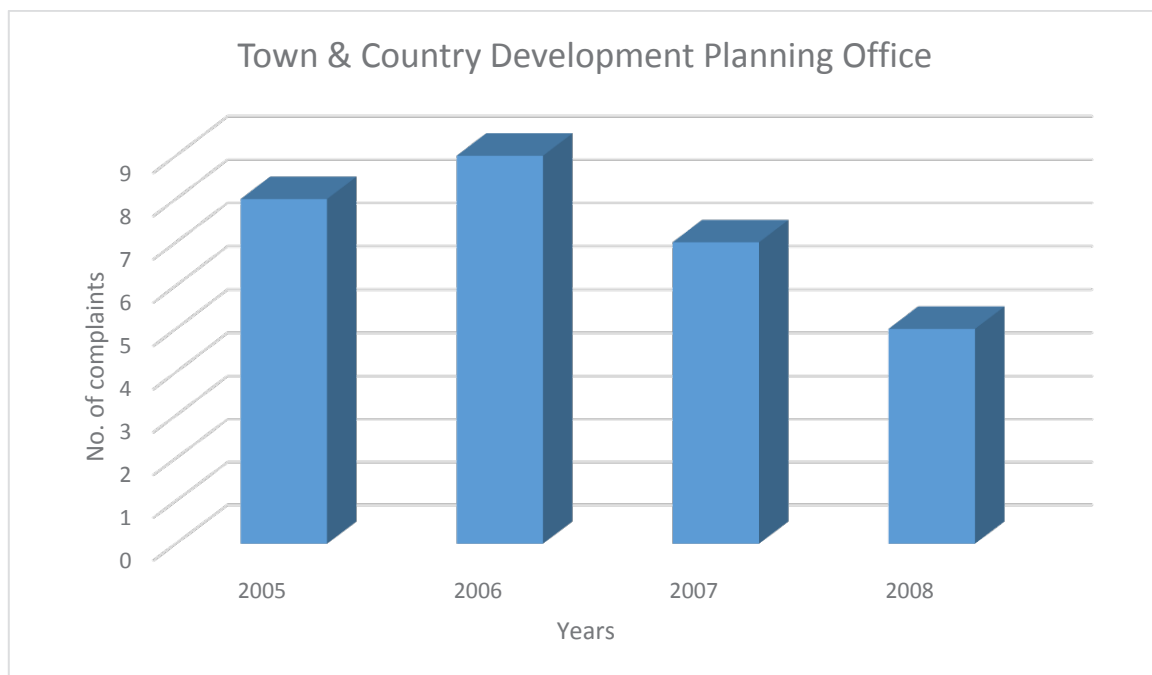
Town & Country Development Planning Office

During the year 2008 five (5) complaints were made to this Office against The Town and Country Development Planning Office. This was two (2) complaints less than the seven (7) which had been made against the agency in the year 2007.

Fig. 12. below graphically shows the complaints which have been made against this agency for the years 2005 to 2008

Fig. 12

Year	2005	2006	2007	2008
No. of complaints	8	9	7	5



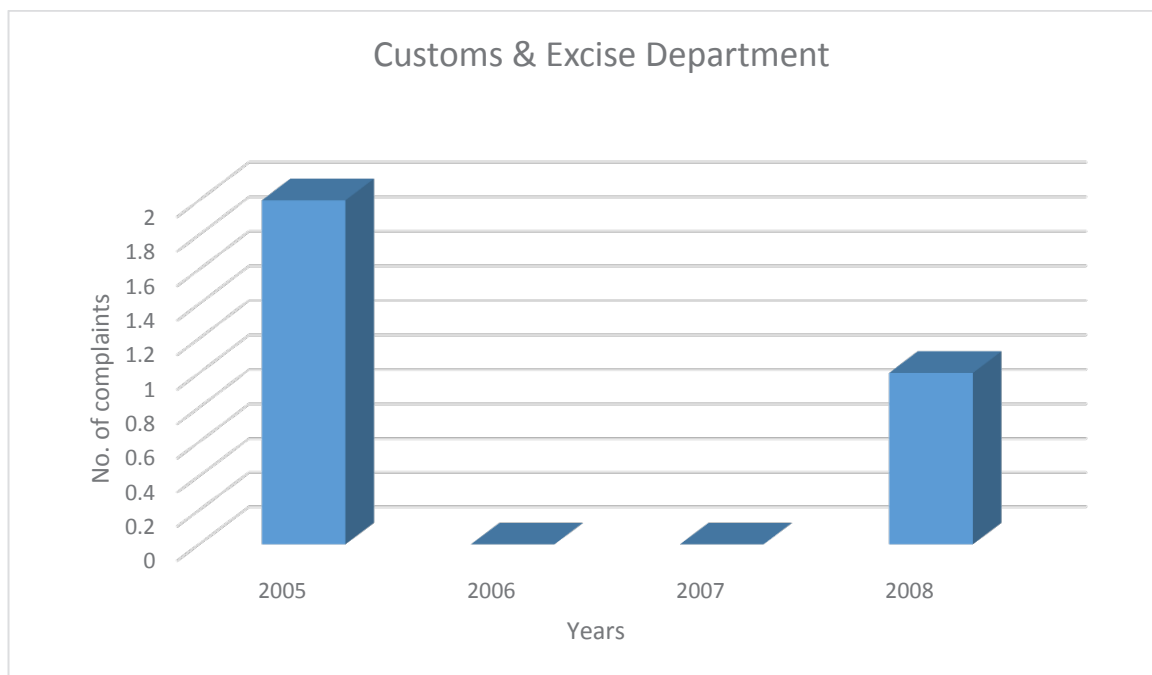
Customs & Excise Department

During the year 2008, one (1) complaint was made to this Office against The Customs and Excise Department. No complaints were made against that Department for the year 2007.

Fig. 13. below graphically shows the complaints which have been made against this agency for the years 2005 to 2008

Fig. 13

Year	2005	2006	2007	2008
No. of complaints	2	0	0	1



LISTED BELOW ARE FIVE (5) SAMPLE COMPLAINTS

1. A retired public officer made a complaint to this Office against the management of the National Insurance Department. The complainant stated that she was recruited in Barbados in 1983 as a housekeeper in the residence of the Ambassador in Washington, D.C. She stated that she work for successive ambassadors giving twenty-four (24) years of uninterrupted service to the Government of Barbados.

She retired in 2006 and applied for a national insurance pension, However she was informed that no contributions had been paid to the National Insurance Department during her employment with the Government of Barbados therefore she was not entitled to any pension in respect of the twenty-four (24) years of service.

The matter was referred to the National Insurance Office where it was revealed that the complainant had applied for Old Age Contributory Pension but did not qualify since the records showed that the total number of contributions were not paid by the complainant and she was awarded an Old Age Contributory grant.

It should be noted that a number of non-diplomatic staff at the Missions in the USA did not acquire permanent status and did not contribute either to the US Social Security Scheme or the Barbados National Insurance Scheme. In 1986 an amendment was made to the NIS Act to extend coverage to the non-diplomatic staff in the Missions to allow them to benefit from Old Age Contributory pension. This provision, however was not applied to the majority of eligible persons.

It was also stated that in the absence of the required contributions necessary to apply for Old Age contributory pension, a non-contributory Old Age pension could be considered for payment provided that the applicant meets the requirements of the National Insurance Social Security Legislation, In the complainant's case her application for non-contributory pension was successful and she is received this benefit.

2. A complainant visited this Office and complained that she was employed continuously from October 6, 2003 as an Environmental Health Assistant II after receiving her qualification from the Barbados Community College.

She further stated that a number of persons who joined the service on the same date had been appointed. One person was even appointed even though they had not received their qualification. She was concerned that those persons would supercede her in the future although they all stated to work at the same time.

The matter was referred to the Personnel Administration Division for clarification which indicated that the complainant was appointed to the post of Environmental Assistant II, with effect from 2007-12-31 but the letter was issued on 2008-11-28.

The Personnel Administration Division apologized for not responding sooner. The matter was considered resolved.

3. A complainant made a complaint to this Office against the management of the Ministry of Transport and Works. She stated that in June 2004, she submitted a claim to the Ministry for a refund for a new hubcap which she was forced to purchase since losing one of when her vehicle dropped into a deep pot hole near Constant Plantation, St George.

She further stated that she had made several calls to the Ministry of Transport and Works and the Solicitor General's Office in an attempt to have the money refunded.

This Office contacted the Ministry of Transport and Works which indicated that the matter was investigated by the Ministry's Claim Unit, Operations Section, the Senior Mechanical Engineer and the Legal Unit. The details were submitted to the Attorney-General on 2008-01-02.

The complainant reported that the matter was resolved.

4. A complaint was made to this Office against the management of the Ministry of Health. The complainant stated that an Inspector visited his property in his absence and later submitted a letter to him pointing out a number of defects which should be addressed by May 15, 2008.

He claim he was a car enthusiast and collected used parts as a hobby. He was therefore of the view that his premises were not kept in an unsanitary manner. He informed the inspector that he would try to remove the vehicles from the main road. He also stated that he was given an extended period until the end of May to remedy the situation.

The complainant was concerned that neighbours called various departments and complained about other neighbours without proper investigation.

On this basis, this Office wrote the Ministry of Health. It was revealed that the matter was investigated and the findings were a number of contraventions of the Health Service Regulations. The complainant was advised that the complaints from neighbours had merit and were justifiable. He was also advised to comply with the instructions of the health inspector and to keep his premises in a satisfactory condition.

5. A complainant approached this Office indicating that her neighbor has erected a guard-wall, which is now joined to her house, which prevents her from gaining access to the eastern side.

She stated that she could not carry out any type of repairs to the property or even open a window wide enough to change as pane of glass. In addition, he erected a chain link fence as an extension to the existing guard wall of which she was sure was on her property. The existing landmarks appeared to have been shifted outwards thereby giving her neighbor more land whilst decreasing hers.

The complainant was advised that she should retain the services of a surveyor, since the Chief Town Planner had no statutory authority to settle boundary disputes or determine whether a landmark had been shifted or removed.

1 L.R.O. 1995

Ombudsman

CAP. 8A

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.

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.

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.

Complaints.

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.

(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.

(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.

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.

Power to
obtain in-
formation.

(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;

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- (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.

Secrecy of
information.

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

- (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.

Obstruction
and
contempt.

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.

(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.

13.(1) The Ombudsman shall make a report to each ^{Reports.} 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.

(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.

Com-
munications
privileged.

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.

Regula-
tions.

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.

(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.

SECOND SCHEDULE

1988-5.

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.
3. Action taken by the Attorney General under the *Extradition Act*. Cap. 189.
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.
5. The commencement or conduct of civil or criminal proceeding before any court of law in Barbados, or proceedings under the *Defence Act*. Cap. 159.
6. Action taken in connection with the exercise or possible exercise of the prerogative of mercy under the *Constitution* or otherwise.

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- 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?*

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(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
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