



OFFICE OF THE OMBUDSMAN



ANNUAL REPORT 2018



OFFICE OF THE OMBUDSMAN
Public Workers Union Building, Tanteen, St. George's, Grenada

22nd February, 2019

H.E. Dame Cecile La Grenade GCMG, OBE, PhD
Governor-General
Office of the Governor-General
P.O. Box 369
Point Salines
St. George's

Dear Excellency,

Annual Report – Office of the Ombudsman

I have the honour to submit to you the Ninth Annual Report of the activities of the Office of the Ombudsman, for the period 1st January 2018 to 31st December 2018.

This Report is made pursuant to Section 32(3) of the Ombudsman Act 24 of 2007.

Yours faithfully,

Mrs. Allison Miller
OMBUDSMAN (Ag.)



OFFICE OF THE OMBUDSMAN
Public Workers Union Building, Tanteen, St. George's, Grenada

22th February, 2019

Hon. Michael Pierre
Speaker
House of Representatives
Parliament Building
Mt. Wheldale
St. George's

Dear Mr. Speaker,

Annual Report – Office of the Ombudsman

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OFFICE OF THE OMBUDSMAN
Public Workers Union Building, Tanteen, St. George's, Grenada

22th February, 2019

Senator the Hon. Chester Humphrey
President of the Senate
Parliament Building
Tanteen
St. George's

Dear Mr. President

Annual Report – Office of the Ombudsman

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Office Location



Office of the Ombudsman
Public Workers Union Building
Tanteen, St. George's, Grenada.

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FOREWORD



This is the 9th Annual Report of the Office of the Ombudsman and though the year was challenging, we gave of our best and vow to continue striving for success.

In 2018, a total of sixty-four (64) complaints were lodged from the public about Government Ministries, Departments, their Agencies and some Private Sector entities. Most of the complaints emanated against the Royal Grenada Police Force, Ministry of Agriculture and Lands, Department of Labour, Ministry of Health and the Child Protection Authority. Complaints from private sector entities amounted to nine (9), all of which were outside of the jurisdiction of the Ombudsman. Advice on alternative options was therefore provided to these complainants.

An overview per Ministry revealed that the Office continued to grapple with the challenge of tardy responses from some Ministries and Departments of Government, in particular, the Ministry of Infrastructure and the Department of Labour. The Department of Labour seems unable to conclude on issues of termination of employment, most of which requires the intervention of the Minister. Additionally, the Office received some complaints from Public Officers regarding uncertainty

about their status and dissatisfaction with the manner in which their concerns are handled. These complainants have been advised to go to the Public Service Commission since our legislation does not authorize the handling of complaints from public sector employees.

The Office was able to accomplish a great deal in 2018. These include: delivering presentations to the Senior Managers Board and staff in over fifteen (15) Government Ministries and Departments, as well as the staff in some four (4) Statutory Bodies. These sessions were quite interactive and proved to be beneficial to the various staff members. I wish here to express my disappointment with two Statutory Bodies, the Marketing and National Importing Board and the Grenada Airports Authority, whose previously confirmed appointments for presentations failed to materialise.

The production of a jingle for the Office of the Ombudsman was definitely one of the highlights in 2018 as the catchy tune and pertinent information seemed to be well received based on feedback. Indeed, several complainants remarked that they were inspired to contact the Office having heard the jingle. At this point, I wish to thank all those media houses who aired the jingle for us as a public service and ask for your continued support.

We also express our gratitude to Grenada Broadcasting Network (GBN), Wee FM Radio, as well as Sister Isle Radio and Vibes FM Radio in Carriacou for giving us the opportunity to promote the work done by our Office live on radio. It was because of a call received on one such morning programme on GBN which was subsequently looked into that a mother of a special needs child was eventually able to get her child into the School for Special Education.

As we forge on, we envisage a future full of commitment in maintaining relevance, bridging the gap between citizens and public sector authorities, championing responsiveness and transparency, building trust and restoring people's faith in the social contracts that underpin good governance given that we are appointed by those in power to serve those who feel powerless. Further we anticipate more involvement in the Caribbean Ombudsman Association activities to be positioned to embrace all presenting opportunities that can impact our operations.

We certainly look forward to providing an improved service to citizens and visitors to our tri-island State. Onward to another ten (10) years, and a mandate to serve many more persons who are victims of maladministration and other forms of injustice from service delivery by public sector officials.

I wish to thank all those who contacted us for help – those who we were able to help, and those whose complaints are yet to be resolved. I also thank those senior public officers who continue to cooperate with us. I thank also the few complainants who have been critical of us. Justice for all remains our driving force, even though its realization may take somewhat longer than anticipated.



Mrs. Allison Miller
OMBUDSMAN (Ag.)

MISSION STATEMENT

To provide effective service through complaints handling procedures that are timely, while ensuring that the highest levels of confidentiality and impartiality are always maintained.

VISION

The furthering of good governance by protecting the individual from injustice and unfairness.

CORE VALUES

Independence

The Office operates with autonomy and the absence of control from Government, political or other parties.

Confidentiality

The Office believes in ensuring that its business is conducted in the most professional and confidential manner and without any possibility of compromise.

Impartiality

The Office shall always hold true to the practice of neutrality and objectivity to arrive at the truth and thus not seek to take sides in any investigation being undertaken.

Integrity

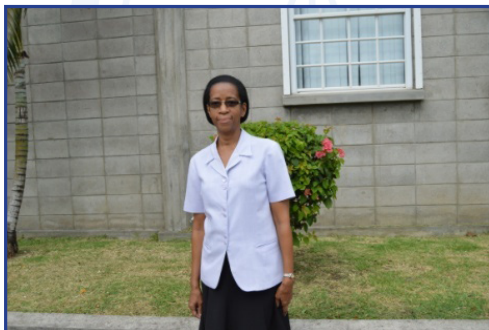
The Office seeks to ensure that all its activities are carried out in ways that bespeak high levels of professionalism, trust, honesty and in an atmosphere of concern for the rights and feelings of all.

In consideration of all the above the Office of the Ombudsman pledges always to carry out its activities with **accountability** and **transparency**.

STAFF OF THE OFFICE



Mrs. Allison Miller
Ombudsman from August 2017.....



Ms. Beverley Baptiste
Executive Secretary from February 2011.....



Ms. Allison Gay Data Entry Clerk/
Admin Assistant from February
2017.....



Mr. Marlhon Benjamin
Investigations Officer
from January 2014.....

Mr. Ronnie Marryshow
Complaints Officer from
November 2015....



Sample complaints

SAMPLE COMPLAINT #1 **RESOLVED BY THE ROYAL GRENADA POLICE FORCE!!!**

A citizen from St. George came to the Office to express profound dissatisfaction over the Police handling of a matter in which he alleged being defrauded of his vehicle by a street-smart individual in 2017 with whom he was acquainted.



Complainant was of the opinion that the situation, which was multi-faceted, was unnecessarily drawn out much to his frustration. It, however, became clear during the course of the investigation that the complainant was quite imprudent and careless even in his dealings with the culprit, and that the problem was initially the result of his error. Yet, the complainant subsequently accused a Senior Police Officer of humiliating him in public over the alleged defrauding referred to earlier, and sought an apology for this.

After meetings with the Complaint and Investigations Officers and other Senior Police Officers, including the then Deputy Commissioner of Police, the matter was finally resolved more than a year later. The complainant was satisfied that the right decision was arrived at in the end,

and thanked the staff of the Office of the Ombudsman and the Royal Grenada Police Force for their efforts.

SAMPLE COMPLAINT #2 **RESOLVED BY THE MINISTRY OF AGRICULTURE AND LANDS!!!**

A complainant complained of not being aware of being dismissed from the job with the Ministry of Agriculture and lands. This was alleged since a letter of termination was not issued as stipulated in the contract of employment document;



Salary and travelling allowance for the month September 2012 were deposited into the personal account of the complainant. During the contract of employment no vacation leave was granted for two years, neither were any gratuity payments paid as provided for in clauses four (4) and five (5) of the contract of employment;

Additionally the complainant informed the Ombudsman, that the matter was taken to the Department of Labour after which a Senior Labour Officer discussed the matter with the Permanent Secretary (PS) in the Ministry of Agriculture and Lands. Recommendations were made and although the Permanent Secretary

Sample of Complaints

accepted them the Ministry did not adhere to them and the matter remained unresolved. Subsequently the matter was brought to this Office and, after a series of meetings with the Permanent Secretary and Senior Officials from the Ministry of Agriculture with Officers from the Office of the Ombudsman, the matter was resolved.

SAMPLE COMPLAINT #3

UNRESOLVED - CHALLENGING & COMPLEX FOR THE MINISTRY OF AGRICULTURE AND LANDS!!!

Two complainants from the parish of St. John are embroiled in a lengthy land dispute with another individual from the same community. The complainants, both middle aged, informed that they have been farming on two portions of the same land since their teenage years. They subsequently became tenants of Government and have been paying rent on the subdivided portions of land which they continue to cultivate.

A serious, potentially explosive conflict has arisen involving both complainants and someone who is laying claim to the entire five (5) acres of land.

Two letters were written in February and June, 2018 respectively by the Ombudsman to the Permanent Secretary (PS) in the Ministry of Agriculture & Lands on the matter. A meeting was later convened with the PS, the then Director of Lands & Survey, and the Ombudsman and her Officers to discuss how the situation should be handled. Subsequently, a site visit was conducted by this Office and some recommendations were later forwarded to the Permanent Secretary for consideration.

The Permanent Secretary and Officers from the Ministry must be highly commended for their continuous efforts and collaboration

with this Office to bring a resolution to this complaint. However, given the nature of the complaint and the general perception regarding land matters the complaint continues to roll over and remains unresolved or "ongoing". Nonetheless the PS has given a commitment to resubmit the matter to the Cabinet.

SAMPLE COMPLAINT#4

RESOLVED BY THE MINISTRY OF INFRASTRUCTURAL DEVELOPMENT, PUBLIC UTILITIES, ENERGY, and TRANSPORT & IMPLEMENTATION!!!

An elderly couple complained and expressed unhappiness with the manner in which a section of their property located in Lower Woodlands was excavated by officials from the then Ministry of Works in 2006 to facilitate widening of the main road. This subsequently led to the acquisition of 3,155.50 square feet of private lands by the Government without consent of the couple who owned the land. Despite the many efforts made by this couple, to seek redress by way of compensation from the Ministries of Works and Lands nothing was done.

This led to the couple lodging a complaint with this office. The Ombudsman commenced an investigation into the matter and after several discussions, meetings and correspondence with the then Ministry of Works, the matter was finally resolved in first quarter of 2018, some twelve (12) years later.

During the investigations it was observed that the said acquisition was done in an arbitrary and hurried manner by the Technical Officers of the Ministry of Works not giving consideration for the administrative requirements and therefore not done in conformity with the stipulated guidelines and procedure for land acquisition.

SAMPLE COMPLAINT #5
RESOLVED BY THE T.A. MARRYSHOW
COMMUNITY COLLEGE!!!

A complainant, who was contracted to work with T.A. Marryshow Community College (TAMCC) for one year, was dismissed after being on the job for five (5) months. This happened given that the proper procedure regarding the certificate of character required by the employer prior to the commencement of employment. The individual signed a contract of employment, commenced employment and subsequently submitted the required certificate of character. Being dissatisfied with the document the HR personnel at the TAMCC immediately informed the individual that the contract of employment would be terminated within a month.



T.A. MARRYSHOW
COMMUNITY COLLEGE

The individual thought this to be unfair and sought the assistance of the Commissioner of Labour who recommended that since the contract still had life a termination allowance should be paid by TAMCC to the complainant.

After waiting for a reasonable time and the termination allowance was not paid by TAMCC, the complainant lodged a complaint with the Office of the Ombudsman.

Preliminary investigations revealed the presence of maladministration by the HR personnel in the execution of the hiring process of TAMCC. After some discussions and follow up work the TAMCC Management finally compensated the complainant with eighty per cent (80%) of the salary as agreed in the contract of employment.

Analysis of Complaints

A faint, light blue circular logo is visible in the background. It features a stylized figure of a person standing on a pedestal or platform, with a large, open book or document positioned in front of them. The entire scene is enclosed within a circular border.

Table 1: Status of Complaints made against state-owned entities in 2018

| PUBLIC AUTHORITIES | STATUS OF COMPLAINTS MADE | | | | | |
|-----------------------------------------------------------------------------------|---------------------------|-----------|-----------|----------------------|-------------------|------------------------|
| | Total | Closed | Ongoing | Advice/ Referrals | Dis- continued | Beyond Jurisdiction |
| Child Protection Authority | 4 | | 3 | 1 | | |
| Grenada Airport Authority | 1 | 1 | | | | |
| Grenada Electricity Services | 2 | 2 | | | | |
| Grenada Housing Authority | 1 | | | 1 | | |
| Ministry of Agriculture and Lands | 8 | | 5 | 2 | | 1 |
| Ministry of Education, Human Resource & Religious Affairs | 2 | | 2 | | | |
| Min. of Finance, Planning, Economic Dev. & Physical Dev. | 2 | | 1 | 1 | | |
| Ministry of Health, Social Security & International Business | 4 | | 3 | 1 | | |
| Ministry Of Labour | 7 | 2 | 4 | 1 | | |
| Ministry of Social Development and Housing | 1 | | | | 1 | |
| Min. of Infrastructure Dev., Public Utilities, Energy, Transport & Implementation | 1 | | 1 | | | |
| National Water and Sewage Authority | 1 | 1 | | | | |
| Other Private Entities | 9 | | | 9 | | |
| Marketing & National Importing Board | 1 | | | 1 | | |
| Royal Grenada Police Force | 14 | 3 | 6 | 5 | | |
| Grenada Broadcasting Network | 2 | | | 2 | | |
| Supreme Court Registry | 2 | | 1 | | | 1 |
| T. A. Marryshow Community College | 2 | 1 | | | 1 | |
| TOTAL | 64 | 10 | 26 | 24 | 2 | 2 |

Table 1 presents an overview of the status of complaints received by the Office of the Ombudsman for the period under review: January to December 2018, which totalled sixty-four (64). Like 2017 the highest number of complaints lodged was against the Royal Grenada Police Force being fourteen (14) or 21.9% of the total number of complaints.

We note that Private Entities received the second highest number of complaints: nine (9), all of which were either referred or given an advice. Both the Ministries of Agriculture and Labour followed with eight (8) and seven (7) respectively. The Ministry of Health and the Child Protection Authority received a similar number of complaints: four (4) for the year under review. Of the total number of complaints, ten (10) or 15.6 % were closed, while twenty-six (26) or 40.6% are ongoing and advice/referrals totalled twenty-four (24) or 37.5%.

In terms of the number of ongoing complaints for 2018, it should be noted that solutions to the resolution of some of them are easily obtained while others are very challenging and complex and therefore take a much longer time to be resolved.

Analysis of Complaints

Again, the Office of the Ombudsman wishes to reiterate its observance of a disconnection between the operations of some Ministries which prohibits the speedy resolution of some complaints.

Nevertheless, we request of Permanent Secretaries and Heads of Department to demonstrate a greater sense of urgency regarding their responses that impacts the management of complaints.

The graph below is a representation of the status of complaints in Table 1 above

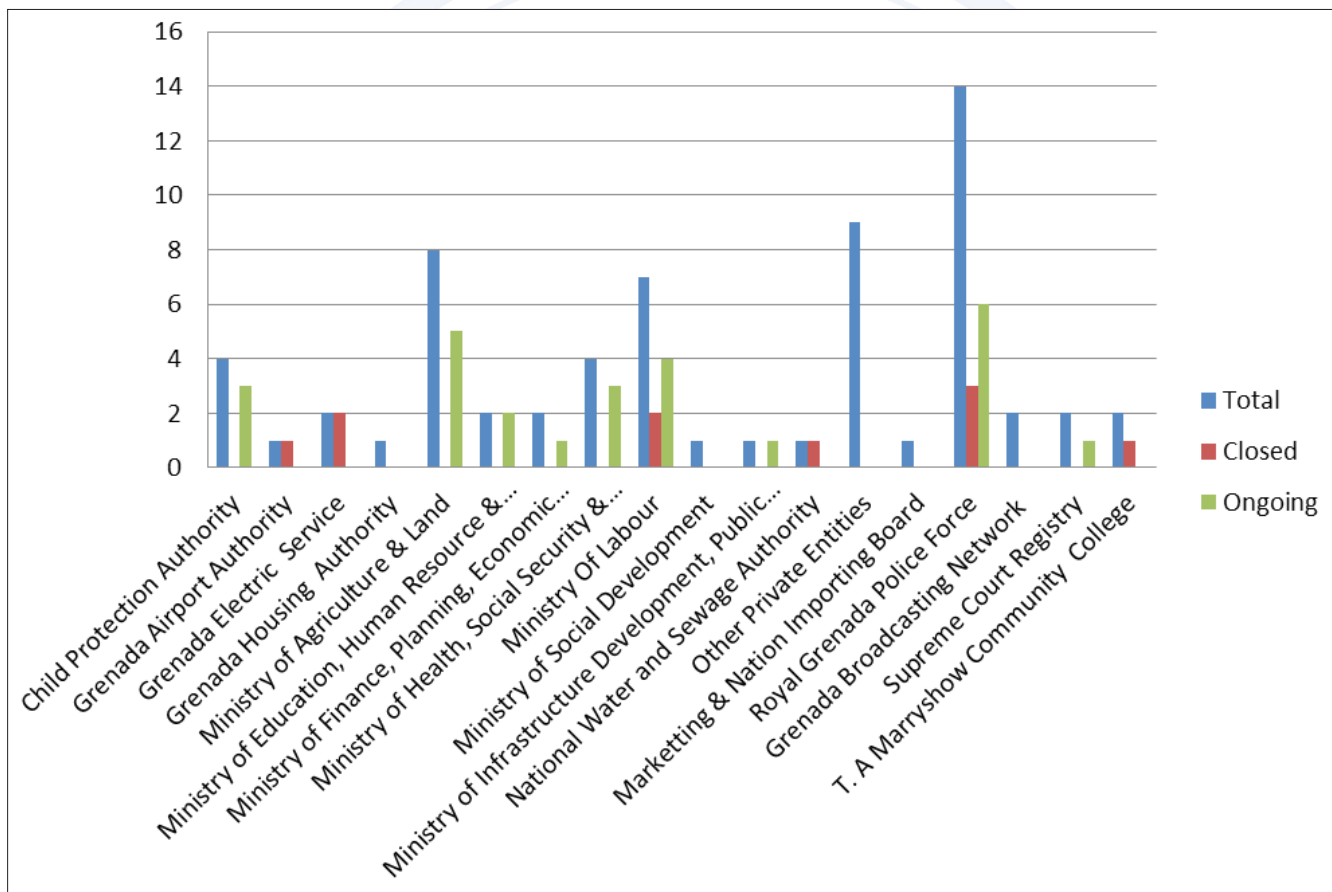


Table 2: Total complaints recorded per year compared to complaints recorded against Private Entities for the last five years.

| Year | Total complaints | Private Entities |
|------|------------------|------------------|
| 2014 | 100 | 26 |
| 2015 | 94 | 36 |
| 2016 | 74 | 15 |
| 2017 | 40 | 5 |
| 2018 | 64 | 9 |

Table 2 above reveals fluctuations in the number of complaints lodged against Private Entities for the five year period 2014 to 2018. The figure rose to nine (9) in 2018 from five (5) in 2017. It also showed a drastic increase from twenty-six (26) in 2014 to thirty-six (36) in 2015.

Rollovers

Rollovers are unresolved complaints for the calendar year in which the complaints were lodged at the Office of the Ombudsman. The investigation of these complaints continues into subsequent years until they are resolved. These are therefore referred to as “Rollovers”.

Table 3: Status of Rollovers from 2017 into 2018

| PUBLIC AUTHORITIES | Status | | | | | | |
|---------------------------------------------------------------------------------------------------------------------|-----------|----------|-----------|--------------|---------------|--------------------|---------------------|
| | Total | Closed | Ongoing | Advice Given | Dis-continued | Advice / Referrals | Beyond Jurisdiction |
| Min. Of Agri., Lands, Forestry, Fisheries and the Env. | 4 | 1 | 3 | | | | |
| Min. of Com. Works, Physical Dev., Public Utilities, ICT & Com. Dev. | 3 | | 3 | | | | |
| Ministry of Social Development and Housing | 1 | | 1 | | | | |
| Her Majesty's Prisons | 1 | | 1 | | | | |
| Min. of Education and Human Resource Development | 1 | 1 | | | | | |
| Child Protection Authority | 1 | 1 | | | | | |
| Ministry of Labour | 6 | | 6 | | | | |
| Min. of Health and Social Security | 2 | 1 | 1 | | | | |
| Min. of Finance and Energy | | | | | | | |
| Inland Revenue Department | 1 | | 1 | | | | |
| Prime Minister's Min., Min. of National Security, Public Admin., Disaster Management, Home Affairs, Implem. & info. | 1 | | 1 | | | | |
| Royal Grenada Police Force | 4 | 2 | 1 | 1 | | | |
| Grenada Airports Authority | 1 | | 1 | | | | |
| NAWASA | 2 | 2 | | | | | |
| TOTAL | 28 | 8 | 19 | 1 | 0 | 0 | 0 |

From the data presented in the table above, eight (8) of the complaints lodged with the Office of the Ombudsman in 2017 were resolved.

As Ombudsman I am hopeful that Permanent Secretaries and other Heads of Department would view complaints lodged against them in a positive way for through the process of resolving complaints relationships can be enhanced and service delivery improved.

I wish to encourage Public Sector Managers to consider implementing an approach that will facilitate a faster and smoother complaints resolution particularly for those of a systemic nature that seem to be ongoing without a resolution in sight.

I consider treating with complaints an ongoing task that can be very challenging, therefore collaboration with Public Authorities becomes very essential.

Analysis of Complaints

At the Office of the Ombudsman we seek to consult, improve discussions and clarify matters with Public Authorities on whom complaints are lodged. This approach we hope can provide invaluable lessons for mistakes made while at the same time adopting recommendations in their decision process which should positively impact the redress mechanism.

At this juncture I wish to express commendation and applaud the efforts of both the Permanent Secretary and Staff of the Ministry of Agriculture and Lands and the Commissioner and Officers of the Royal Grenada Police Force for their continued cooperation and efforts that aided the resolution of several complaints brought against them.

The graph below is a representation of the status of complaints in Table 3 above

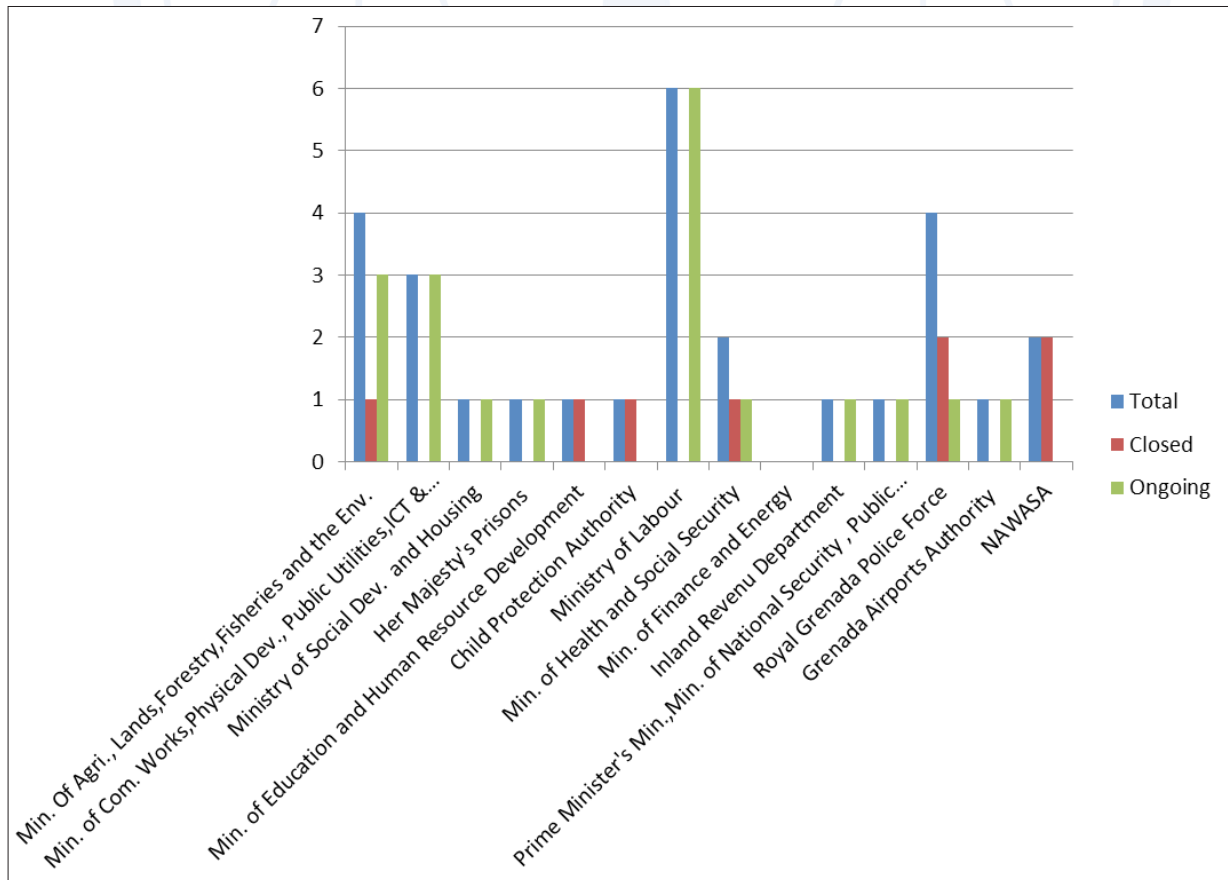


Table 4: Status of Rollovers from 2016 into 2018

| PUBLIC AUTHORITIES | Status | | | | | | |
|------------------------------------------------------------------------------------------|-----------|-----------|----------|--------------|---------------|--------------------|---------------------|
| | Total | Closed | Ongoing | Advice Given | Dis-continued | Advice / Referrals | Beyond Jurisdiction |
| Ministry of Agriculture & Lands | 5 | 2 | 1 | | | | 2 |
| Min. of Tourism & Civil Aviation | 1 | 1 | | | | | |
| Min. of Infrastructure Development, Public Utilities, Energy, Transport & Implementation | 2 | 1 | | | 1 | | |
| Min. of Education, Human Resource & Religious Affairs | 3 | 2 | 1 | | | | |
| Ministry of Labour | 4 | 1 | 3 | | | | |
| Min. of Health, Social Security & International Business | 1 | 1 | | | | | |
| Housing Authority of Grenada | 1 | 1 | | | | | |
| Royal Grenada Police Force | 2 | 1 | | | 1 | | |
| TOTAL | 19 | 10 | 5 | 0 | 2 | 0 | 2 |

For the period 2016 to 2018, there is minimum satisfaction with the number of complaints resolved. However, the Ombudsman wishes to implore Permanent Secretaries and other Heads of Departments, to make their best efforts to facilitate the complaints resolution process by cooperating with the Office of the Ombudsman as together we seek to provide justice for all and improved Public Service delivery by Public Sector employees.

This will help boost the confidence of the general public in public sector operations since there is a perception that complaints can generally create change and provide a measure of satisfaction resulting from their resolution.

Often times, complainants like to be given a timeframe for complaints resolution which they also expect will conclude in a reasonable time. It should be noted that it is extremely difficult to set timelines on the completion of an investigation, given that the process does not rests entirely with the Office of the Ombudsman. Nevertheless, it is our view that unresolved complaints that roll over from year to year can be resolved much sooner.

For example, in the case of a hit-and-run accident in the parish of St. John's in June of 2013, the victim was hospitalized for approximately two (2) weeks at the General Hospital.

Subsequently the parents of the victim made several efforts to obtain a medical report, however they were unsuccessful. The doctor who attended to the victim/patient requested payment of eight (\$800.00) hundred dollars to prepare the report.



Analysis of Complaints

This matter was investigated by this Office and a resolution was attained in November, 2018 some five years later. Considering that the complaint could have been easily resolved with a directive to the medical doctor and given that some complaints do have statute of limitation, resolution five (5) years later may have been seen as unreasonable and useless to the complainant.

The aggrieved parents then lodged a complaint to the Office of the Ombudsman citing that they deemed the request to be totally unfair since their son was hospitalised and treated at General Hospital, a Government owned facility.

The graph below is a representation of the status of complaints in Table 4 above

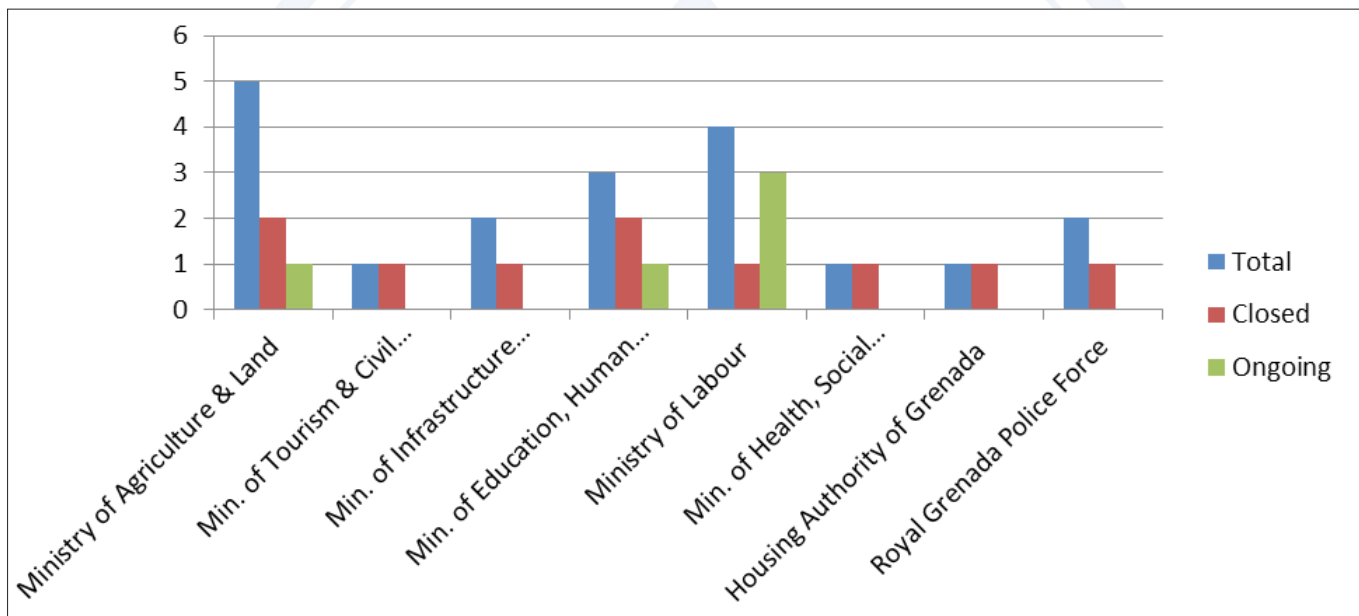


Table 5: Status of Rollovers from 2015 into 2018

| PUBLIC AUTHORITIES | Status | | | | | |
|----------------------------------------------------------------------------------------------|-----------|----------|----------|---------------|--------------------|---------------------|
| | Total | Closed | Ongoing | Dis-continued | Advice / Referrals | Beyond Jurisdiction |
| Min. of Infrastructure Development, Public Utilities, Energy, Transport & Implementation | 4 | | 4 | | | |
| Ministry of Labour | 1 | | 1 | | | |
| Min. of Education, Human Resource & Religious Affairs | 1 | | | | 1 | |
| Child Protection Authority | 1 | 1 | | | | |
| Ministry of Health, Social Security & International Business | 2 | 1 | | | | 1 |
| Min. of Finance, Planning, Economic Development & Physical Dev. | 1 | | 1 | | | |
| Min. of National Security, Public Administration, Home Affairs & Information Com. Technology | 1 | | | | | 1 |
| Royal Grenada Police Force | 3 | 2 | 1 | | | |
| Ministry of Carriacou and Petite Martinique Affairs and Local Government | 1 | | | | 1 | |
| TOTAL | 15 | 4 | 7 | 0 | 2 | 2 |

The Office of the Ombudsman continues to experience various challenges in obtaining responses and/or even to collaborate with some Public Authorities. Such challenges make it difficult for this Office and often lead to negative public perception regarding its functionality.

Some challenges cited are:

1. There appears to be an apparent lack of respect for the rule of law. It is through its operations that the Office of the Ombudsman seeks to minimize the occurrences of mal-administration by the actions of public officials in the execution of their duties. This Office impacts good governance and strengthens public confidence in the operations of Government. The Office has also made several attempts to collaborate on the several longstanding complaints against the Ministry of Works, as far back as 2016; to date there has been neither positive effort nor result in this regard.
2. A complainant was hired to manage the warehouse of a Statutory Body. The complainant alleged of being wrongfully dismissed in January 2016 and was denied benefits as stipulated in the contract.

The matter was handled by the Labour Commissioner and was partially settled.

A complaint was lodged with the Office of the Ombudsman against the Ministry of Labour for failure to apply Section 82, Subsection 4 of the Labour Code.

Upon investigation, it was found that the request should be granted subsequently this Office recommended to the Ministry of Labour that the requisite sections of the Grenada Labour Code be observed and that the matter be forward to the Minister of Labour. As far as this office is aware, two meetings were scheduled and rescheduled however they were never convened. To date, it is the opinion of this Office that there is very little effort on the part of the Ministry of Labour to comply with the requirements of Grenada Labour Code regarding this complaint.



Analysis of Complaints

The graph below is a representation of the status of complaints in Table 5

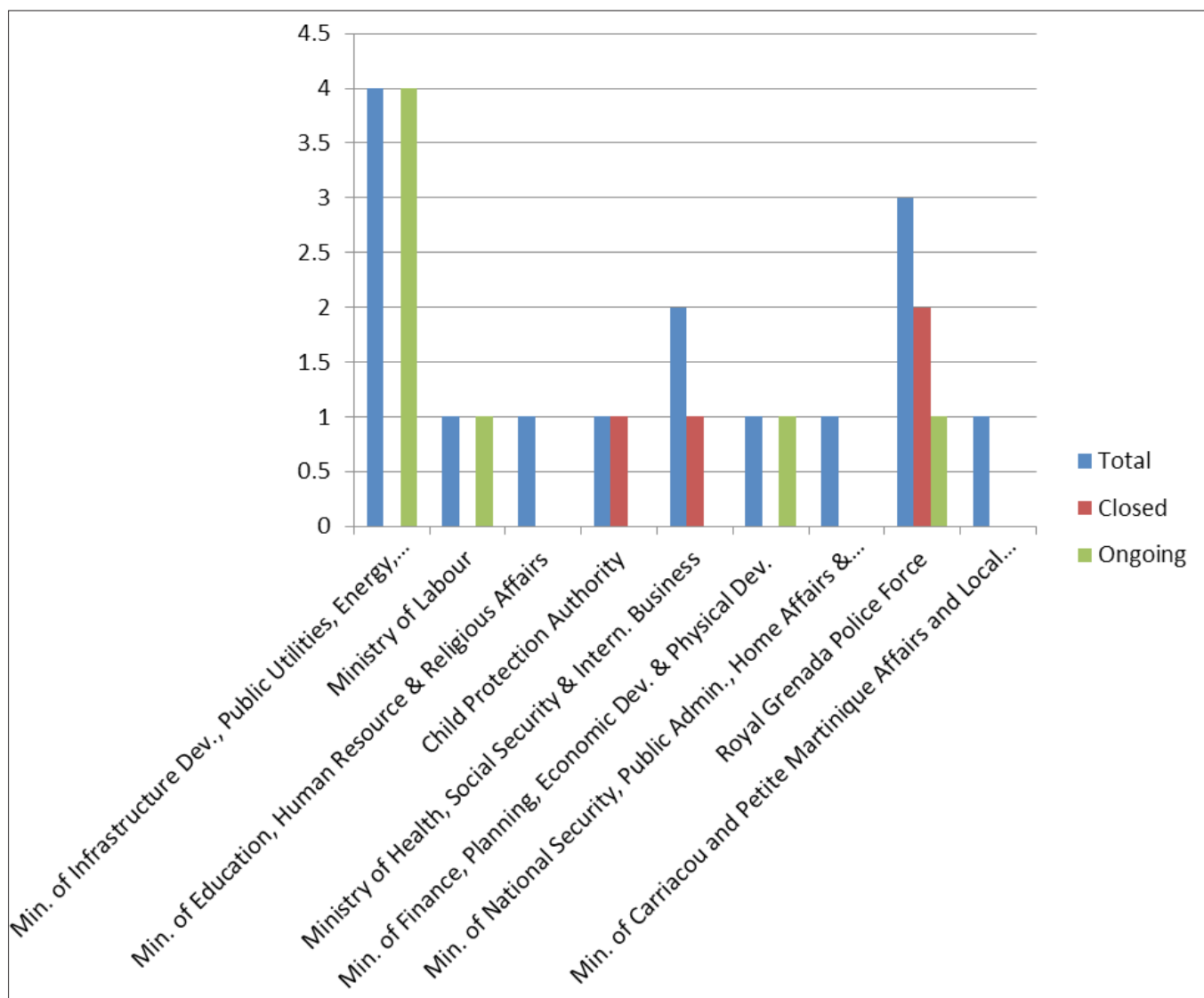


Table 6: Rollovers from 2014 into 2018

| PUBLIC AUTHORITIES | Status | | | | | |
|------------------------------------------------------------------------------------------|----------|----------|----------|---------------|--------------------|---------------------|
| | Total | Closed | Ongoing | Dis-continued | Advice / Referrals | Beyond Jurisdiction |
| Physical Planning Unit | 1 | | 1 | | | |
| Ministry of Labour | 1 | | 1 | | | |
| Min. of Health, Social Security & Intern. Business | 1 | | | 1 | | |
| Min. of Infrastructure Development, Public Utilities, Energy, Transport & Implementation | 1 | | 1 | | | |
| TOTAL | 4 | 0 | 3 | 1 | 0 | 0 |

Analysis of Complaints

The delays in responses and the lackadaisical approach of some Public Authorities in responding to complaints lodged with the Office of the Ombudsman are of concern and cannot be over emphasized. There are some instances where the responses do not address the complaints; nevertheless the respective Public Authority may appear to be satisfied that a response was issued.

The graph below is a representation of the status of complaints in Table 6

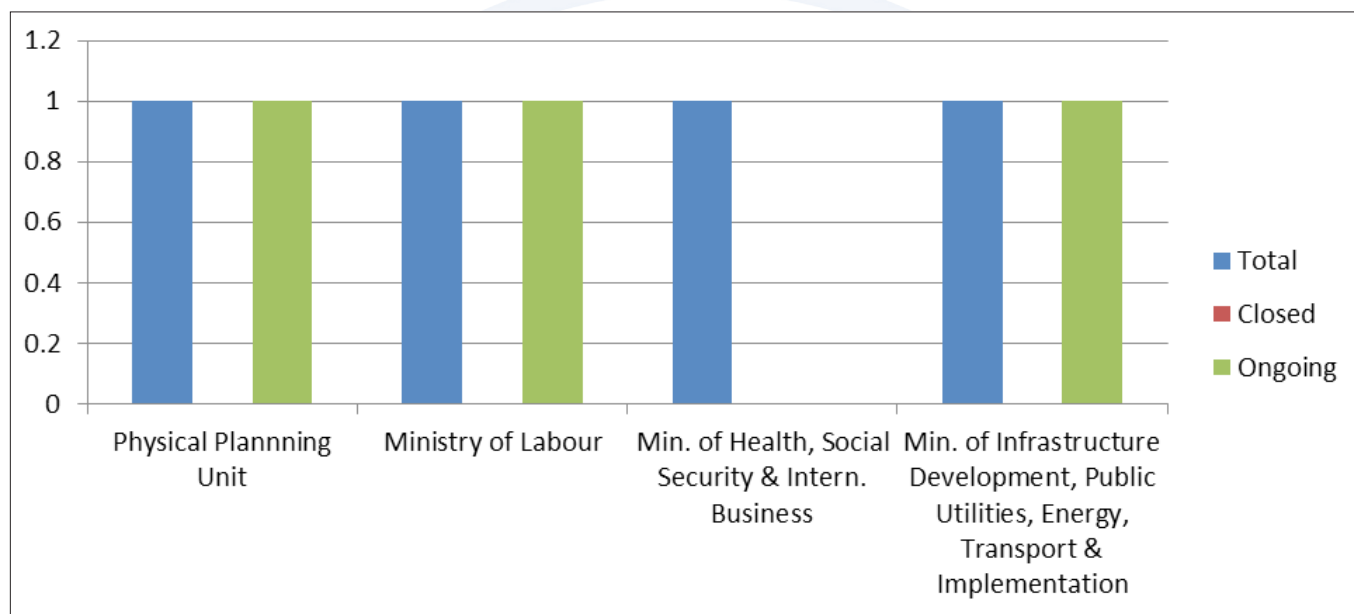


Table 7: Rollovers from 2013 into 2018

| PUBLIC AUTHORITIES | Status | | | | | |
|----------------------------------------------------------------------------------------------|----------|----------|----------|---------------|--------------------|---------------------|
| | Total | Closed | Ongoing | Dis-continued | Advice / Referrals | Beyond Jurisdiction |
| Ministry. of Agriculture & Lands | 1 | 1 | | | | |
| Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation | 3 | | 3 | | | |
| TOTAL | 4 | 1 | 3 | 0 | 0 | 0 |

Table 8: Rollovers from 2012 into 2018

| STATUS OF COMPLAINTS MADE | | | | | | |
|----------------------------------------------------------------------------------------------|----------|----------|----------|---------------|---------------------|--------------|
| PUBLIC AUTHORITIES | Total | Closed | Ongoing | Dis-Continued | Beyond Jurisdiction | Advice Given |
| Royal Grenada Police Force | 1 | | 1 | | | |
| Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation | 2 | 1 | 1 | | | |
| TOTAL | 3 | 1 | 2 | 0 | 0 | 0 |

Table 9: Rollovers from 2011 into 2018

| STATUS OF COMPLAINTS MADE | | | | | | |
|----------------------------------------------------------------------------------------------|----------|----------|----------|--------------|---------------------|--------------|
| PUBLIC AUTHORITIES | Total | Closed | Ongoing | Discontinued | Beyond Jurisdiction | Advice Given |
| Ministry of Agriculture & Lands | 1 | | 1 | | | |
| Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation | 1 | | 1 | | | |
| TOTAL | 2 | 0 | 2 | 0 | 0 | 0 |

Systemic Complaints

Some of the land related complaints lodged with the Office of the Ombudsman point to a deeper administrative/systemic issue. These therefore require a more targeted approach in conformity with the procedures and guidelines for land acquisition, which would facilitate the possible avoidance, reoccurrence and/or resolution of complaints of this nature. The Office of the Ombudsman has therefore recommended to the Permanent Secretary that Public Officials charged with the responsibility for executing land acquisition conform to the guidelines and procedures as stipulated.

Accountability Culture

The Director of Audit conducts an Audit of the operations of the Office of the Ombudsman on a yearly basis as required by Section 19 subsection 3 of Act #24 of 2007.

Create an Accountability Culture

The reports from the Director have indicated that the operations are managed in accordance with the respective rules, regulations and legislation. The last report received from the Director of Audit was that of 2017 and at the moment we are awaiting the commencement of Audit Inspection for the year under review - 2018.

The Office of the Ombudsman holds firm to its Core Values which we seek to continually display in the treatment and management of both complainants and complaints received. We pride ourselves in being accountable and responsible in all of our operations.

Table 10: Comparison of status of complaints: 2017 vs. 2018

| Year | Total | Closed | Ongoing | Advice / Referral | Discontinued | Beyond Jurisdiction |
|------|-------|--------|---------|-------------------|--------------|---------------------|
| 2018 | 64 | 10 | 26 | 24 | 2 | 2 |
| 2017 | 40 | 6 | 28 | 3 | 2 | 1 |

COMPARISON OF COMPLAINTS: 2018 VS. 2017

In a comparison of the status of complaints in Table 10 above it is noticed that while the total number of complaints received in 2018 is higher than that received in 2017 – sixty-four (64) and forty (40) respectively.

Ten (10) complaints were closed in 2018 compared with six (6) in 2017. Ongoing for the year was twenty-six (26) or 40.6% compared to twenty-eight (28) or 70% in 2017. Significantly however, Advice or Referrals were twenty-four (24) complaints or 35.7% in the year under review, compared to only three (3) or 7.5% in 2017.

The graph below is a representation of the status of complaints in Table 9 above

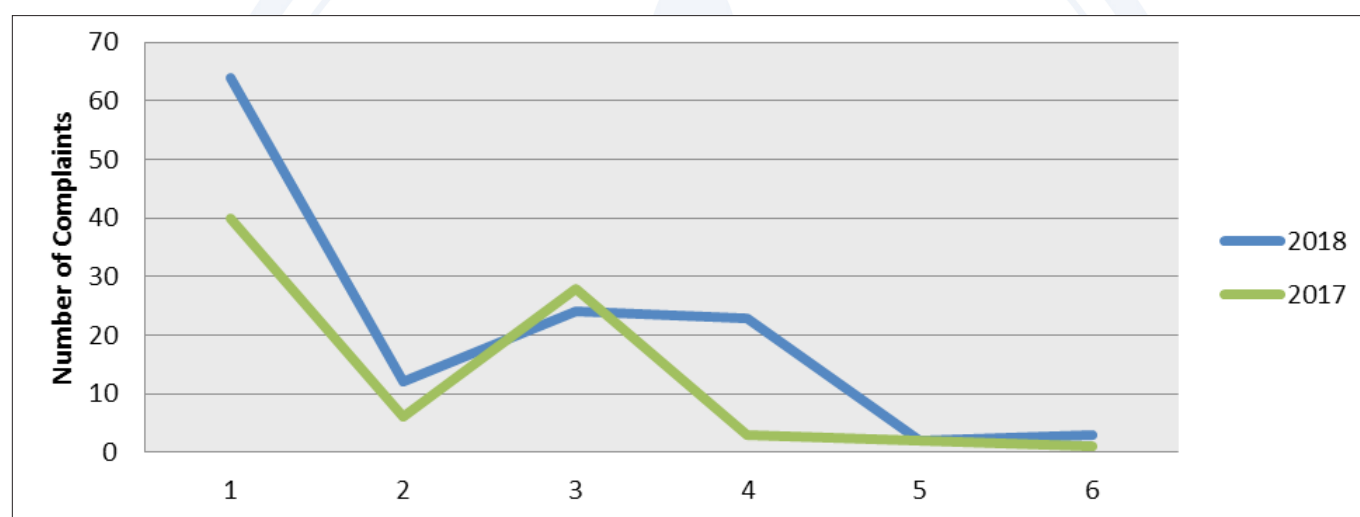


Table 11: Distribution of complaints per month 2018

| MONTHS | 2018 |
|--------------|-----------|
| January | 6 |
| February | 7 |
| March | 3 |
| April | 2 |
| May | 4 |
| June | 7 |
| July | 5 |
| August | 2 |
| September | 5 |
| October | 12 |
| November | 7 |
| December | 4 |
| TOTAL | 64 |

Analysis of Complaints

The distribution of complaints for 2018 saw October as the month which received the most complaints - twelve (12), followed by seven (7) each in the months of February, June, and November. Twenty-nine (29) complaints were lodged in the first half of the year, and thirty-five (35) in the second half with the last three (3) months accounting for twenty (23) complaints. This may be a possible factor in twenty-six (26) complaints being classed as ongoing for 2019.

The graph below is a representation of the status of complaints in Table 10

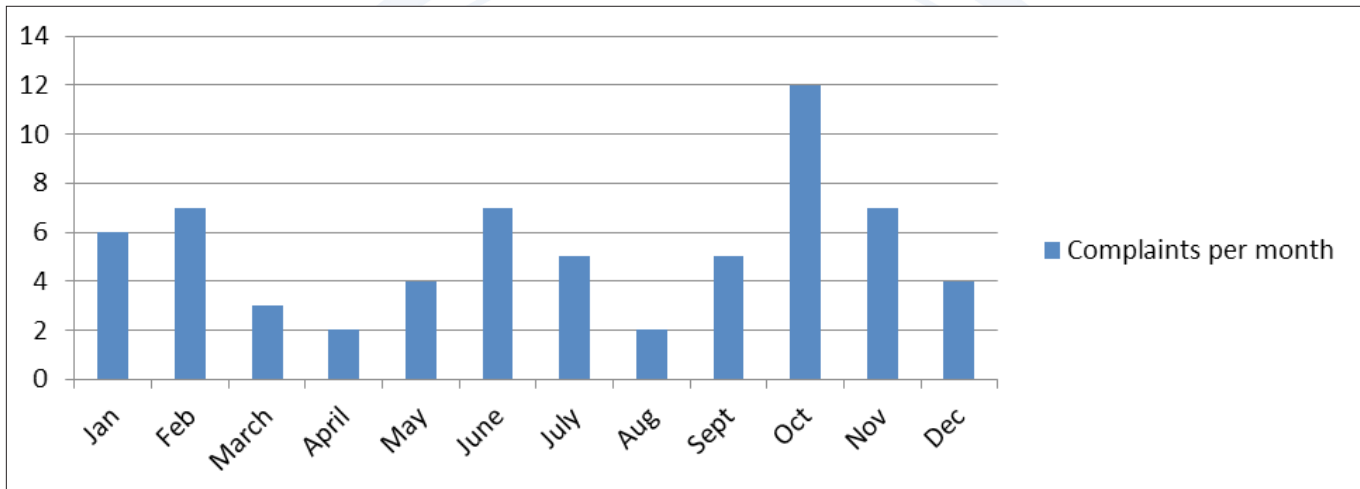


Table 12: Distribution of complaints per parish for the year 2018

| PARISH | 2018 |
|----------------------------------|-----------|
| St. George | 31 |
| St. David | 5 |
| St. Andrew | 8 |
| St. Mark | 7 |
| St. Patrick | 3 |
| St. John | 7 |
| Carriacou & Petite Martinique | 1 |
| Out of State | 2 |
| TOTAL | 64 |

Thirty-one (31) complaints, a comparably large percentage of 48.4%, came from the parish of St. George. This is so, despite the fact that the Outreach Services continued to be offered to would-be complainants in all of the other parishes and the fact that the hours of the services offered were amended to be more worker friendly.

The graph below is a representation of the status of complaints in Table 12

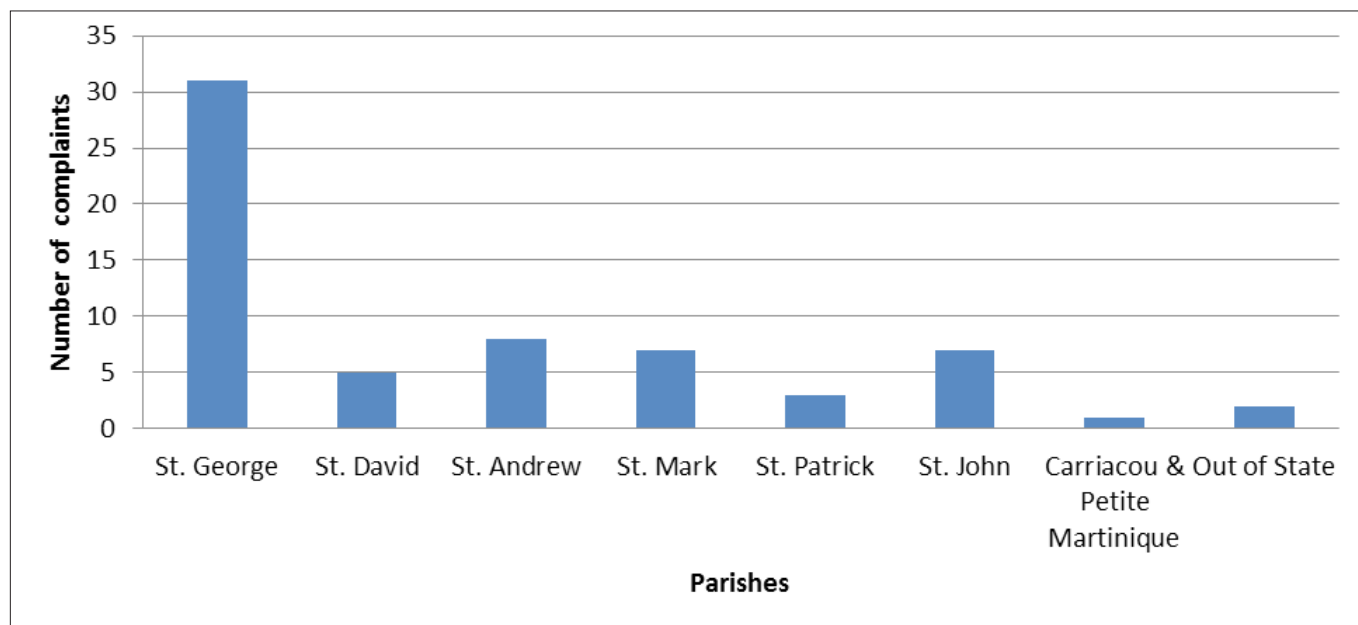


Table 13: Residence of complainants per parish 2017 vs 2018

| PARISH | 2017 | 2018 |
|-------------------------------|-----------|-----------|
| St. George | 18 | 31 |
| St. David | 7 | 5 |
| St. Andrew | 8 | 8 |
| St. Mark | 2 | 7 |
| St. Patrick | 1 | 3 |
| St. John | 3 | 7 |
| Carriacou & Petite Martinique | 0 | 1 |
| Out of State | 1 | 2 |
| TOTAL | 40 | 64 |

DISTRIBUTION OF COMPLAINTS PER PARISH

Generally in 2018 there was an increase in complaints received in all parishes. Of the total sixty-four (64) complaints received in 2018, thirty-one (31) or nearly half of all complaints were received from persons in the parish of St. George. This compares well with eighteen (18) received from that parish in 2017.

St. Andrew parish was the second highest, accounting for eight (8) or 12.5% of the total complaints in 2018; eight (8) complaints were also made for the said parish in 2017 - 20% of its total of forty (40).

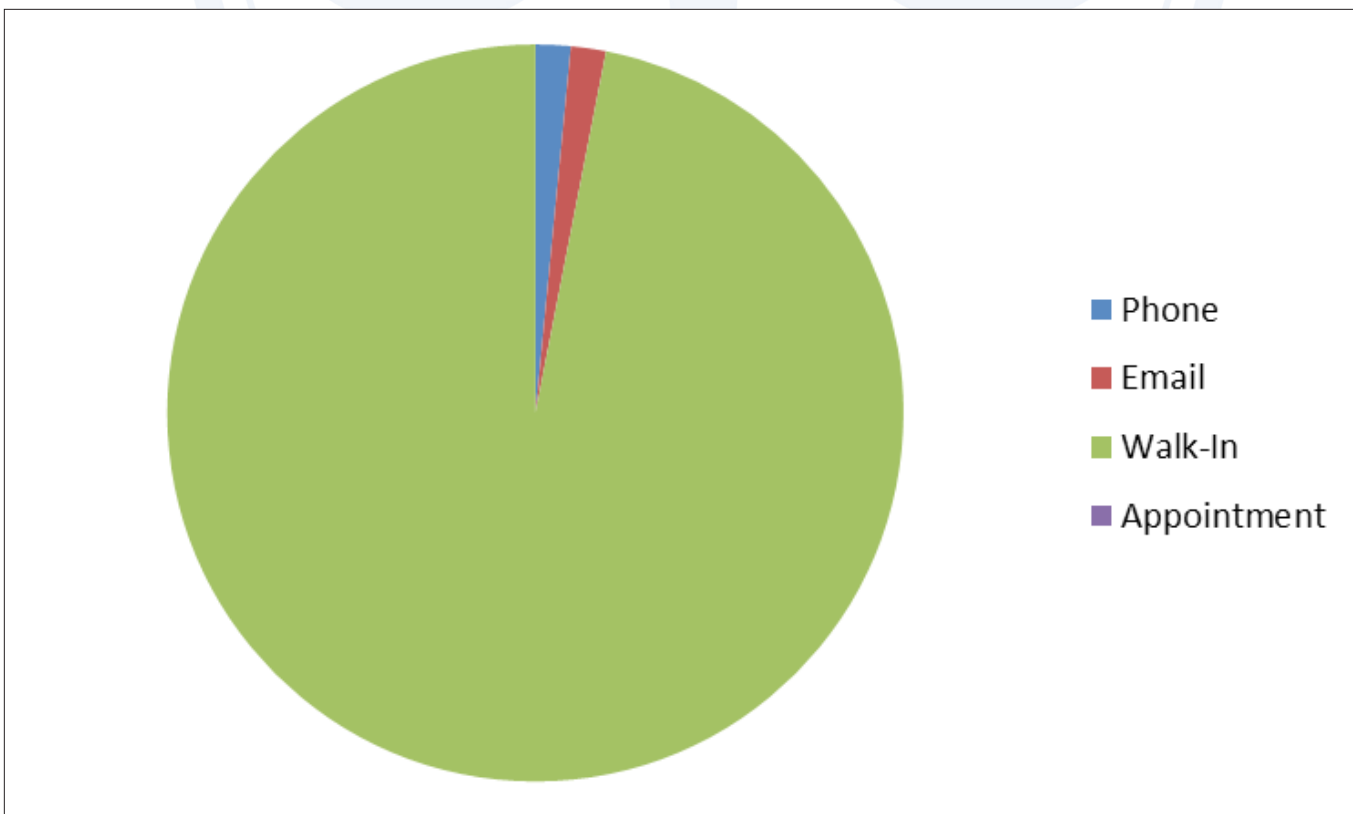
Analysis of Complaints

Both St. Mark and St. John saw increases in the number of complainants who visited these offices in 2017 and 2018 from one and two respectively to seven (7) for both parishes for the two years of comparison.

Table 14: Forms of Initial contact with the Office

| Phone | Email | Walk-In | Appointment | TOTAL |
|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
|  1 |  1 |  62 |  0 |  64 |

The graph below is a representation of the status of complaints in Table 14



Forms of initial contact with the Office of the Ombudsman showed thirty-eight (38) out of forty (40) complaints in 2017 were registered as “walk-ins”. Additionally, 2018 revealed a larger increase with sixty-two (62) out of sixty-four (64). Then there was one (1) complaint each made via the telephone and appointment in 2017; the other two complaints in 2018 registered were via the email and telephone.

REVIEW OF THE COMMUNITY OUTREACH SERVICES IN 2018

The Community Outreach Services was launched in October 2015 by the then Ombudsman Raphael Donald making 2018 the third full year of its existence. The services began later than usual in 2018, and there were thirty-four (34) visits as compared to forty (40) in 2017.

The number of persons who presented at the sites to register complaints remained lower than anticipated. Nevertheless, we remain convinced that the Community Outreach is invaluable since it continues to promote greater awareness on the role and functions of the Office of the Ombudsman in the various communities outside of St. George.

One change that was effected in 2018 was the time the services were provided at the various locations. The previous Office hours were 9.30 am - noon and 1.00 – 3.30 pm, however, we invited persons to visit us at the locations from 3.30 – 6.30 pm in Grenada, and 10.00 am – 1.30 pm on Saturdays in Carriacou. Overall, that schedule seemed to work better as persons found it more suitable for them; however the visits continue to be small in numbers.

Ten (10) of the complaints lodged by persons who accessed these services only three (3) were deemed to fall “within the jurisdiction” of the Ombudsman.

They are not yet resolved and are therefore listed as “ongoing” complaints for 2019. A fourth complaint was eventually dismissed because the complainant refused to complete the obligatory Complaints Form, which includes identifying the Public Authority on whom the complaint will be made. Another three (3) complaints were “private” in nature and therefore disqualified themselves. Of the remaining three (3) complaints, the Office was able to provide some assistance and answers to their concerns.

REPORT OF MISSION TO CARRIACOU – 8TH& 9TH JUNE

This trip was made by the Ombudsman and Complaints Officer with three-fold purpose:

1. To deliver a Presentation to the Management and Staff of the Ministry of Carriacou & Petit Martinique Affairs on 8th June;
2. To provide the Community Outreach Service to the public on 9th June.
3. To create some general public awareness on the role and functions of the Office of the Ombudsman.

Prior to the presentation, the Ombudsman and Complaints Officer appeared on radio interviews on both Sister Isle Radio and Vibes 101 FM to speak on the role and function of The Office of the Ombudsman, the purpose of our visit and entertain questions from the callers.

The opportunity was taken to introduce our then newly created “jingle” to the people of Carriacou & Petit Martinique.

The turnout at the presentation was smaller than anticipated with approximately fifteen (15) persons including Permanent Secretary, Ms. Rholda Quamina and Senior Administrative Officer, Mrs. Dianne Stanislaus. All seemed to appreciate the informative and interactive Presentation and the discussions which followed.

The Residents of Carriacou continue to be reluctant to visit the Outreach Office to lodge their complaints, given a perceived fear of being seen and judged. Only one (1) person visited the Outreach Office on June 9th, the complaint lodged was dealt with upon our return to Grenada and after discussions with the complainant, the complaint was withdrawn.

PROFILE OF SOME COMPLAINTS RECEIVED FROM OUTREACH ACTIVITIES IN 2018

- A Nursing Assistant from St. Patrick complained that despite beginning work in 2003 and being formally appointed in 2006, was “only confirmed in 2017” and, as such, is seeking any benefits owed and years of service to be “acknowledged”;
- A resident of both St. Mark and St. George complained in the St. Mark office about the operations of the Grenada Housing Authority. Although the complainant expressed displeasure with her tenancy, there was an unwillingness to complete our official Complaints Form;
- A concerned citizen from the parish St John complained about the problems of derelict vehicles left beside the road, indicating that not only are they very unsightly but they are also prone to harbouring rodents. A recommendation for the intervention of the Ministry of Health and Royal Grenada Police Force was made;
- A physically challenged complainant from the parish of St Mark who is under the age of sixty (60) reported of being damaged on the job, being unable to continue working. Recommendation for assistance was made to the Ministry of Social Development.

MEETINGS/OTHER SIGNIFICANT ENGAGEMENTS IN 2018

- Presentation made to the Senior Managers Board on the Role and Functions of the Office of the Ombudsman at the Cabinet Office, Ministerial Complex, January 17; (given by Ombudsman Miller, Complaints and Investigations Officers);
- Attended Workshop on Anti-Corruption, organized by the Office of the Integrity Commission at the National Stadium, April 26 (represented by Complaints & Investigations Officers);
- Attended Child Abuse Consultation at the National Stadium on June 14 (Ombudsman and Investigations Officer);

- Attended Ceremonial Opening of New Parliament Building, June 21 (Ombudsman);
- Workshop facilitated by the Commonwealth Secretariat at the Radisson Beach Resort, June 28 & 29, (Ombudsman, Complaints and Investigations Officers);
- Attended the ceremony to mark the Change in Chairmanship of the ECCB Monetary Council, Radisson Beach Resort, July 27 (Complaints Officer);
- Celebration Service to mark the Commencement of Law Year 2018-2019, Catholic Cathedral, September 18 (Ombudsman & Complaints Officer);
- Presentation to residents of St. Andrew South-East Constituency, St. Andrew's Methodist School, December 3 (Ombudsman & Complaints Officer).

MARKING TEN YEARS IN 2019

The Office of the Ombudsman commenced operations in October of 2009 and is now into its tenth (10th) year of existence. Although the road has been challenging the Office has made tremendous strides. The notion of an Ombudsman was entirely new to Grenada ten years ago, but today the community has bought into the concept, and more so the functions of such an Office which has now well embedded itself in the Grenadian society.

Since its inception ten (10) years ago, six (6) persons have served as Ombudsman. At this juncture I wish to acknowledge and commend our very first Ombudsman, Mr. Argar Alexander, who pioneered the Office and provided strong leadership from October 2009 until July 2013. I also pay tribute to Ms. Nadica Mc Intyre (deceased) who was our first female Ombudsman. I am pleased as well to commend our Executive Secretary, Ms. Beverley Baptiste, who having worked with the first Ombudsman, is our longest serving employee.

In its present construct, the Office of the Ombudsman receives complaints on just about any issue from persons in both the public and private sectors, which points to the need for its expansion for which there is already some consideration.

Officials from the Commonwealth Secretariat have begun working with the Government of Grenada through the Ministry of Foreign Affairs and discussions are ongoing for selection of the most appropriate model. We anticipate that a decision on the model to be adopted will be made relatively soon.

While we await a selection on the above, we continue to provide an option for persons who seek redress regarding service delivery by the Public Sector Officials and set in motion a week of activities to commemorate our ten years of existence.



CHRISTMAS GREETING 2018 FROM THE OFFICE OF THE OMBUDSMAN

Fellow Grenadians and visitors alike as we celebrate yet another festive season signifying the birth of Christ, it is with pleasure that I bring you greetings of Christmas cheer from the Office of the Ombudsman.

This season is a most significant one for many of us because it brings to focus all of His story from that Holy Night and His eternal message of boundless love, compassion and hope.

This occasion of giving reminds us all that we are truly our brother's and sister's keeper and that we should treat others as we would want to be treated.

It is also a time when we are called more than ever to care for the sick and feed the hungry; welcome the stranger, no matter where they come from or how they practice their faith. I encourage us all to pay special attention to the lonely, the unemployed, the under employed, and to all whose lives are in any way impaired.

As 2018 closes the Office of the Ombudsman will continue in its efforts to remain visible, relevant, and effective as we strive to fulfill our mandate of providing justice and fairness for the Grenadian community.

Embrace this opportunity to extend season's greetings to Dame Cecile La Grenade, Governor General and the Government of our dear Tri-Island State, to all those who manage and staff Public Institutions, to our Civil and Religious leaders and **ALL OUR PEOPLE**. I wish also, to extend special greetings to our children and visitors.



PRESS RELEASE

OFFICE OF THE OMBUDSMAN

TO THE 2018 CEPA STUDENTS

It is the time of year again when Grenada's young students find themselves either celebrating or saddened.

The Office of the Ombudsman would, first of all, like to extend congratulations to all students who are successful in the 2018 Caribbean Primary Exit Assessment (CEPA).

I am aware of the countless hours of study and hard work that you the students have put into achieving good results to transition from primary to secondary schools in the new school year. This transition I am aware can be very stressful, for parents and guardians as well as you the students.

I extend heartfelt commendation to your parents, guardians and teachers for their guided support and encouragement. I implore them to keep the torch lighting.

This, dear students is the beginning of a new era, you are now called to be great role models particularly to the friends you are leaving behind.

To those friends I say don't give up, put more effort and work even harder in the coming year for success is hard work. So I urge all of you to remember the past live in the present and always, always, look forward to the future.

I wish also to extend congratulations and best wishes to the graduating students of TAMCC and all our Secondary Schools.

CONGRATULATIONS AGAIN TO ALL

FROM THE OFFICE OF THE OMBUDSMAN where promoting transparency, accountability, and fairness never stops - even if much of it goes on without publicity or fanfare.

Allison Audain-Miller
Ombudsman

Lyrics for Ombudsman Jingle

If you're a victim of maladministration – see the Ombudsman;
Abuse of power, discrimination - go to the Ombudsman.
From any Government Ministry, Department, or Statutory Body:
Come in, the service is free at the Office of the Ombudsman.
Check out the Ombudsman! The Office of the Ombudsman!
Go, see the Ombudsman!



Copies of the Act may be found on the Government of Grenada website and Ombudsman's website.

Government of Grenada website

www.gov.gd

Ombudsman's Website

www.Ombudsman.gd

