



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

31st August, 2022

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

Your Excellency,

Annual Report – Office of the Ombudsman

I have the honour to submit to you the twelfth Annual Report of the activities of the Office of the Ombudsman, for the period 1st January 2021 to 31st December 2021.

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

Yours respectfully,

Mr. Ronnie Marryshow
OMBUDSMAN



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

31st August, 2022

Hon. Leo Cato
Speaker
House of Representatives
Parliament Building
Mt. Wheldale
St. George's

Dear Mr. Speaker,

Annual Report – Office of the Ombudsman

I have the honour to submit to you the twelfth Annual Report of the activities of the Office of the Ombudsman, for the period 1st January 2021 to 31st December 2021.

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

Yours faithfully,

Mr. Ronnie Marryshow
OMBUDSMAN



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

31st August, 2022

Senator the Hon. Dr. Dessima Williams
President of the Senate
Parliament Building
Mt. Wheldale
St. George's

Dear Madam President

Annual Report – Office of the Ombudsman

I have the honour to submit to you the twelfth Annual Report of the activities of the Office of the Ombudsman, for the period 1st January 2021 to 31st December 2021.

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

Yours faithfully,

Mr. Ronnie Marryshow
OMBUDSMAN

Office Location



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

TABLE OF CONTENTS

Office Location	4
Table of Contents	5
FOREWORD 2021 REPORT	6
MISSION STATEMENT	8
VISION	8
CORE VALUES	8
Staff of the Office of the Ombudsman in 2021	9
Sample Complaints	10
SAMPLE COMPLAINT #1	11
SAMPLE COMPLAINT #2	11
SAMPLE COMPLAINT #3	11
SAMPLE COMPLAINT #4	12
Analysis of Complaints	13
Table 2: Status of Complaints made in 2020 that rolled over into 2021	15
Table 3: Status of Rollovers 2019 to 2021	16
Table 4: Status of roll over from 2018 to 2021	17
Table 5: Status of Rollovers from 2017 into 2021	18
Table 6: Status of Rollovers from 2016 to 2021	19
Table 7: Status of Rollovers from 2015 to 2021	20
Table 8: Rollovers from 2014 into 2021	20
Table 9: Rollovers from 2013 to 2020	21
Table 10: Rollovers from 2012 into 2020	21
Table 11: Rollovers from 2011 into 2019	21
Table 12: Comparison of status of complaints: 2020 vs. 2021	22
Table 13: Distribution of Complaints per month 2020	22
Forms of Initial contact	24
CONCLUDING REMARKS	25

FOREWORD 2021 REPORT



It is once again a great pleasure to write the Foreword to the 12th Annual Report of the Office of the Ombudsman for 2021. Like 2020, 2021 has been quite challenging for us all due to the inevitable prolonged and lengthy constraints posed by COVID 19, which has heavily affected our normal way of life and work. This experience has, hopefully, made us become more aware of our resilience as well as our need to become a more caring, responsible community of tri-islanders.

Everyone, young and old has felt the effects of COVID 19. We have felt the negative impact economically, socially, psychologically and physically. Sadly, many lives were lost, and many family members continue to grieve over the untimely and unexpected deaths of loved ones. Children have had to attend classes virtually for an extended period, leaving many without the means for doing so at a distinct disadvantage.

The Office of the Ombudsman was able to remain open despite having to make necessary adjustments in keeping with national protocols. While some complainants came to lodge complaints in person, a significant number of them did so through phone calls. Indeed, some callers seemed to need only a listening ear and a friendly, supportive voice to help them cope with the wide array of loss and uncertainty of that period. I am very pleased the Office was able to offer some degree of comfort and encouragement.

Emerging from our COVID experience in 2021, and worth highlighting, is the issue of vaccination. I believe that the availability of vaccines was and is still a good thing for Grenada. Although the need for it and its potential benefits were explained to the general population, many chose not to be vaccinated. This is, of course, their right. As is well known, some were quite vocal in opposition to it, which resulted in a lower than desired number receiving even the first dose. Interestingly, the Ombudsman Office was asked by one civil society Organization to challenge the validity of what was referred to as mandated and/or coerced, “experimental vaccination” of our people. This issue is currently being fully examined and a response will be provided relatively soon. In the meantime, I feel moved to implore us all to reflect upon and be guided by these words: love for ourselves goes hand in hand with love for others.

The total number of complaints received for the year under review was thirty-one (31), which is a mere two (2) more than the figure in 2020. It remains quite small, which is not surprising. And, as seems to be the norm now, the majority – nine (9) each, were made against the Ministry of Labour and Private Entities. Though not fully satisfied, I am still somewhat heartened

that a number of outstanding complaints were resolved or referred in 2021.

The Office of the Ombudsman engaged in virtual meetings and sessions in 2021. Among them were: 1) routine meetings of the National Coordinating Committee on Human Rights, chaired by Permanent Secretary in the Ministry of Foreign Affairs; 2) General Council and Extraordinary meetings of the Caribbean Ombudsman Association (CAROA); and 3) participating with other stakeholders in producing and delivering a live recorded message to mark International Anti-corruption Day at the request of the Office of the Integrity Commission.

The Office plans to keep abreast with technology and use all means available to us to reach the general public. I eagerly look forward to a return to some sense of normalcy in 2022 and beyond, when more face to face contact and outreach work in the communities can be restarted. It is my intention that Ombudsman Office staff would visit schools to meet with children, teachers and parents, engage with church and sporting associations, as well as community groups to raise the profile of our existence and work.

With regard to the anticipated expansion of the Office itself, I am pleased to report the very encouraging news that the Commonwealth Secretariat assigned Advocate John Walters, Ombudsman Emeritus of Namibia, to prepare an Institutional Needs Assessment (INA) for Grenada. That was necessary since Grenada has indicated its desire to establish a National Human Rights Institution. The Ombudsman Office, in collaboration with the Ministry of Foreign Affairs sent all the necessary information needed for the INA, and a report should be available to the Government and people between the first and second quarter of 2022.

I end, as is customary, by expressing sincere appreciation to all those who have contributed to, are responsible for, and assisted in the production of this Annual Report. While we must all do what we can to show that we are “proud of our heritage”, let us remember we are also called to “aspire, build, advance as one people, one family...”!

Mr. Ronnie Marryshow
OMBUDSMAN

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

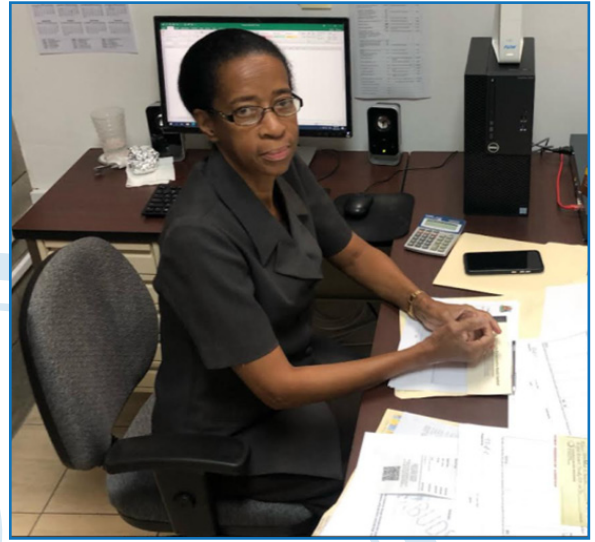
The Office seeks to ensure that all its activities are carried out in ways that bespeak high levels of professionalism, trust, honesty and in an atmosphere of concern for the rights and feelings of all.

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 of the Ombudsman in 2021



Mr. Ronnie Marryshow
Ombudsman



Ms. Beverly Baptiste
Executive Secretary



Mr. Marlhon Benjamin
Investigations Officer



Ms. Allison Gay
Office Assistant/Data Entry Clerk

SAMPLE COMPLAINTS



SAMPLE COMPLAINT #1

After first making contact via telephone, a complainant visited the Office on September 4th, 2019 to complain about outstanding monies owed to her for additional work done as assistant to the Mediation Coordinator from March to November 2015, and her performance as de facto Mediation Coordinator from January 2016 to January 2017. As it was determined that these issues are administrative in nature, the Registrar of the Supreme Court was tasked with taking the matter to the Mediation Committee, through the Chief Justice, for resolution.



A recommendation to develop an agreed payment plan was made by former Ombudsman Miller in November, 2020. Ombudsman Marryshow repeatedly engaged in follow up discussions with both the Registrar, and Permanent Secretary in the Ministry of Legal Affairs. However, as of the end of 2021 the matter remains unresolved, despite several promises of a favourable outcome. It is hoped that this much delayed “work in progress” will soon come to an end for the complainant.

Complaint is Unresolved; remains Ongoing

SAMPLE COMPLAINT #2

A married couple presented at the Ombudsman Office in November, 2020 to lodge a complaint about the construction

of a “Used Oil Recycling Plant” near to their home in a residential area in the southeast of Grenada. This was being done despite the fact that an Environmental Impact Assessment was done and approved by the Physical Planning Unit, whom the complaint was levied against. The Ombudsman Office officially contacted the PPU's Chief Executive Officer who ensured that all concerns were addressed by the Physical Development Authority. He also gave the assurance that his Office was committed to closely monitoring all stages of the work to ascertain that all safety guidelines and protocols are followed.

The Office of the Ombudsman is informed that the project is now nearing completion. It is our intention, however, to periodically monitor the project's operation as a public awareness service to the local community and nation as a whole.

Complaint is Closed

SAMPLE COMPLAINT #3

A complainant applied for crown lands in 2007. The approval was granted and a parcel of land measuring 3657 square feet was allotted to her, in La Sagesse, St. David which is bounded by a river and an allowed road. After paying for the land in full, the complainant then approached the Housing Authority of Grenada (HAG), to construct a two bedroom one bathroom house on it.



Sample of Complaints

She was advised that based on the Grenada Building Regulations the distances along the side boundaries are inadequate for construction. Therefore, the (HAG) was not able to construct a house on this land due to its limitations.

The complainant was left without a choice but to go back to the Ministry of Agriculture for assistance. After much delay from the Ministry of Agriculture, she approached the Ombudsman who intervened and together they relentlessly engaged the Ministry of Agriculture; eventually an alternative parcel of land was identified. It is also located in La Sagesse, St. David but measured 5953 square feet which is 2296 square feet more than that which was paid for by the complainant. The complainant agreed for the exchange of the lands. Her inconvenience was taken into consideration and thus no additional charge was requested for the extra 2296 square feet of land. The land was then conveyed to the Complainant.

Complaint was Resolved

SAMPLE COMPLAINT #4

A complainant rented a vehicle to the National Museum at a rate of \$125.00 per day for fourteen days and was not paid given that there was a new Board of Management. The new chairman decided that proper procedure was not followed. After months of waiting and complaining

to the management of the Museum, the complainant took the matter to the Ombudsman's Office.



The Office informally contacted the manager of the museum, who acknowledged that as manager he authorized the rental of the motor vehicle to facilitate transportation to an exhibition. Numerous recommendations were sent to the old board for payment; however they were all in futility. A new Board of Directors was selected early last year and the matter was again drawn to the attention of the new chairman who investigated the old claim and saw there was merit in it and thus honoured the payment.

Complaint was Resolved

**DELIVERING
FAIRNESS
AND EQUITY**



ANALYSIS OF COMPLAINTS



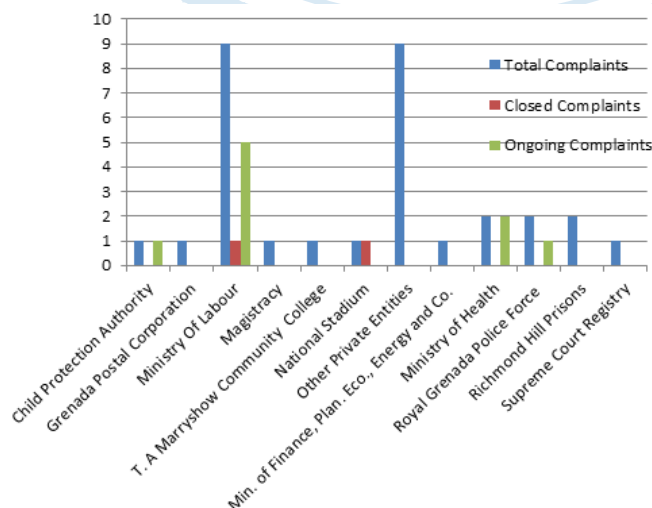
Analysis of Complaints

Table 1: Status of complaints made against the various Public Authorities in 2021

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/ Referrals	Dis- continued	Beyond Jurisdiction
Child Protection Authority	1		1			
Grenada Postal Cooperation	1			1		
Ministry of Labour	9	1	5	3		
Magistracy	1					1
T. A Marryshow Community College	1			1		
National Stadium	1	1				
Other Private Entities	9			2		7
Ministry of Finance, Plan. Eco., Energy and Co.	1			1		
Ministry of Health	2		2			
Royal Grenada Police Force	2		1		1	
Richmond Hill Prisons	2			1		1
Supreme Court Registry	1			1		
TOTAL	31	2	9	10	1	9

The thirty-one (31) complaints received in 2021 are much lower than the average yearly figure since the Ombudsman Office began operations. Of these, nine (9) each were against the Ministry of Labour, and from Private Entities. Three (3) each were made against the Ministry of Health, the Royal Grenada Police Force, and Richmond Hill Prisons. Seven (7) other Public Authorities had one (1) complaint each.

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



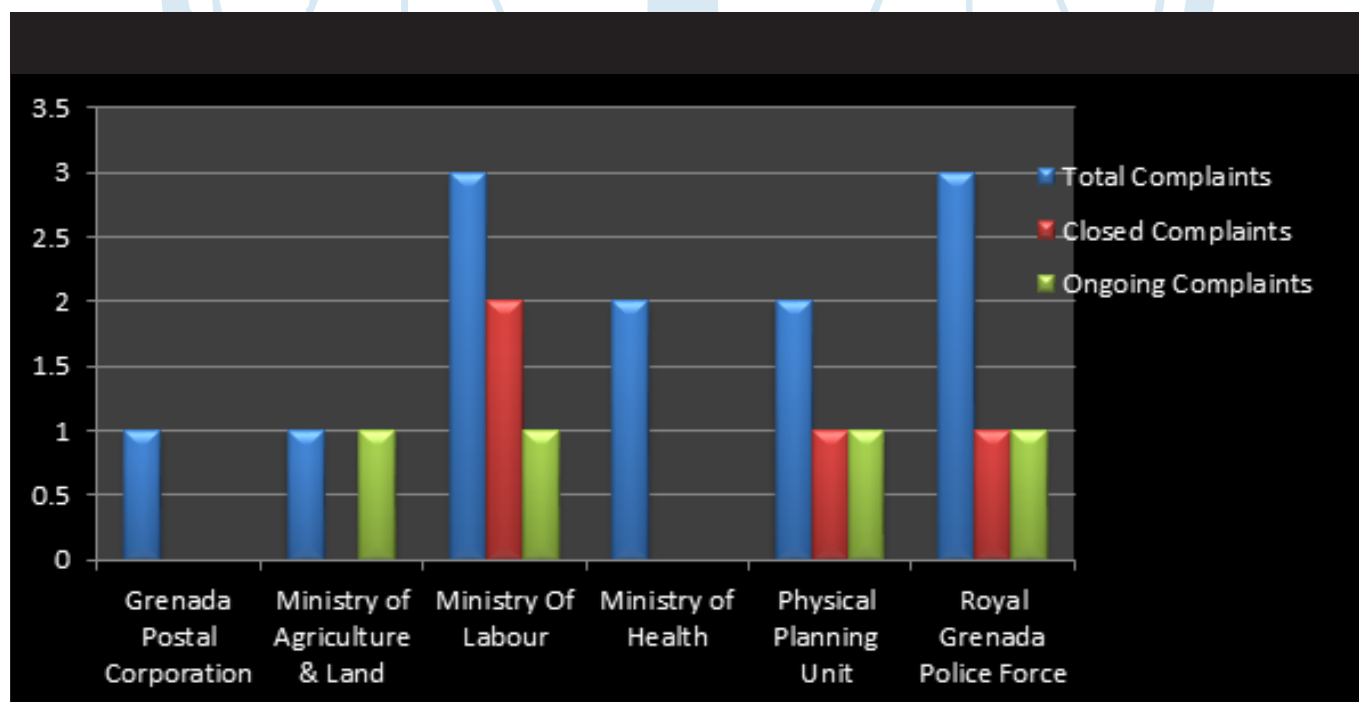
Analysis of Complaints

Table 2: Status of Complaints made in 2020 that rolled over into 2021

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/ Referrals	Dis- continued	Beyond Jurisdiction
Grenada Postal Corporation	1			1		
Ministry of Agriculture & Lands	1		1			
Ministry of Labour	3	2	1			
Ministry of Health	2			2		
Physical Planning Unit	2	1	1			
Royal Grenada Police Force	3	1	1		1	
TOTAL	12	4	4	3	1	0

As is evident from Table 2, a third of the complaints, namely four (4) from 2020 rolled over in 2021. This is somewhat better than 2020, when thirteen (13) out of sixteen (16) complaints rolled over from 2019. Also, it is significant that another four (4) complaints were closed, and three (3) complaints were referred or “given advice”.

The graph below is a representation of the status of complaints in Table 2 above



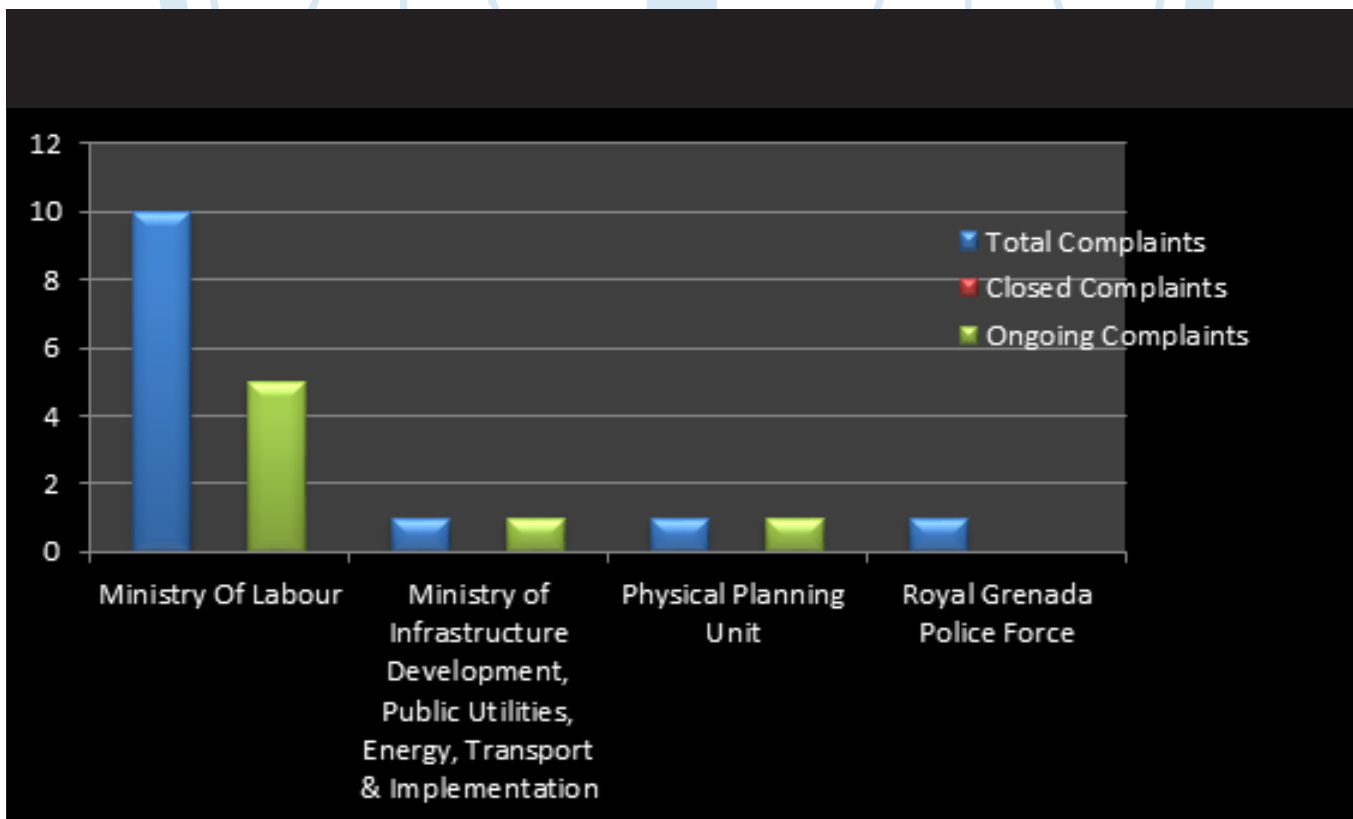
Analysis of Complaints

Table 3: Status of Rollovers from 2019 to 2021

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/Referrals	Dis-continued	Beyond Jurisdiction
Ministry of Labour	10		5	5		
Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation	1		1			
Physical Planning Unit	1		1			
Royal Grenada Police Force	1				1	
TOTAL	13		7	5	1	

From a total of thirteen (13) rollover complaints in 2019 shown in Table 3, seven (7) were ongoing and five (5) received advice or were referred. Significantly too, five (5) of the complaints against the Ministry of Labour remained ongoing, while the other five (5) were referred or given advice.

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



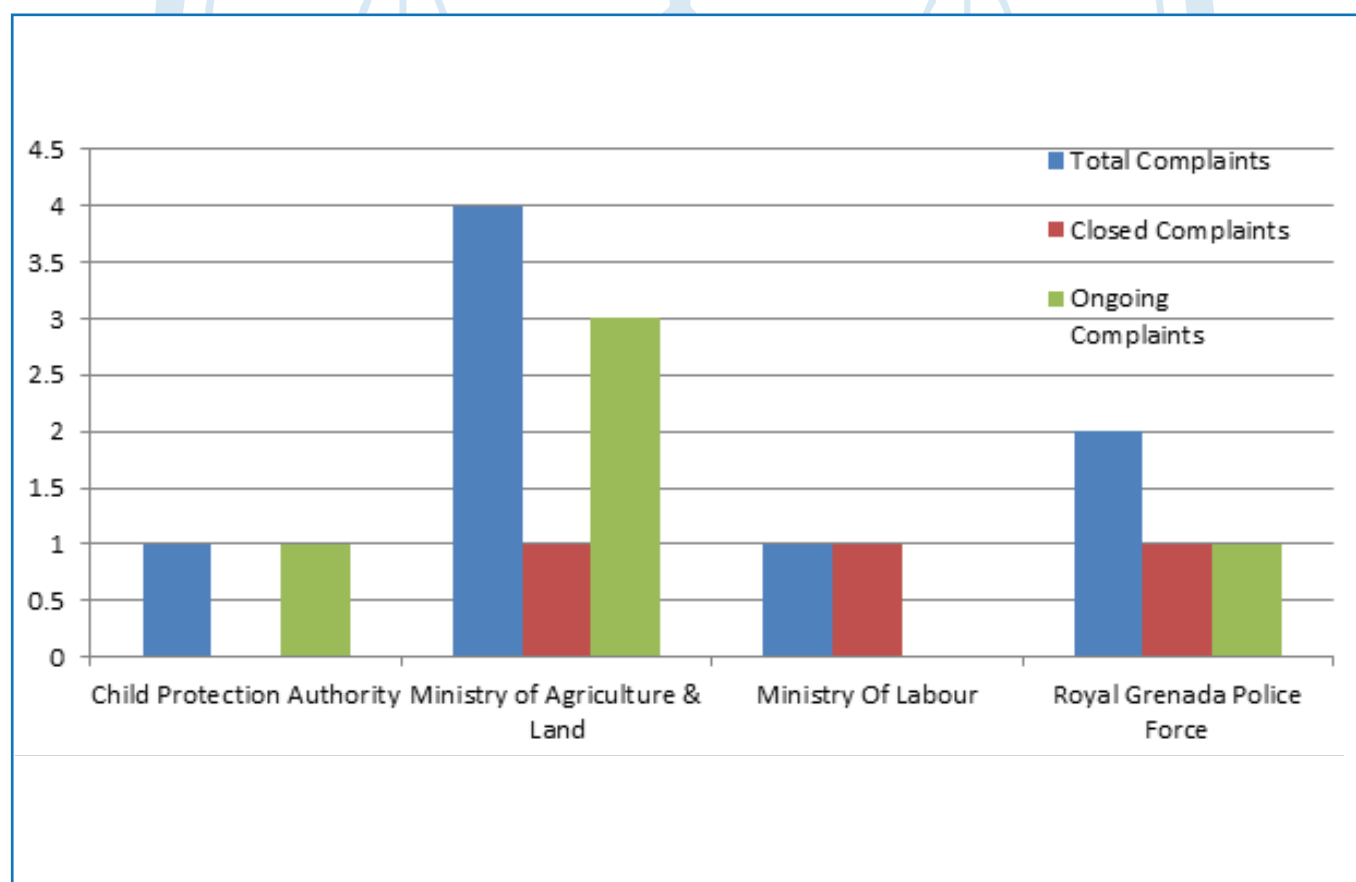
Analysis of Complaints

Table 4: Status of Rollovers from 2018 to 2021

PUBLIC AUTHORITIES	Status of complaints					
	Total	Closed	Ongoing	Advice/ Referrals	Dis- continued	Beyond Jurisdiction
Child Protection Authority	1		1			
Ministry of Agriculture & Lands	4	1	3			
Ministry of Labour	1	1				
Royal Grenada Police Force	2	1	1			
TOTAL	8	3	5	0	0	0

Table 4 shows, first of all, that there were eight (8) rollover cases from 2018 to 2021. Secondly, all of them were either closed or ongoing. Three (3) belong to the former category, while five (5) in the latter category.

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



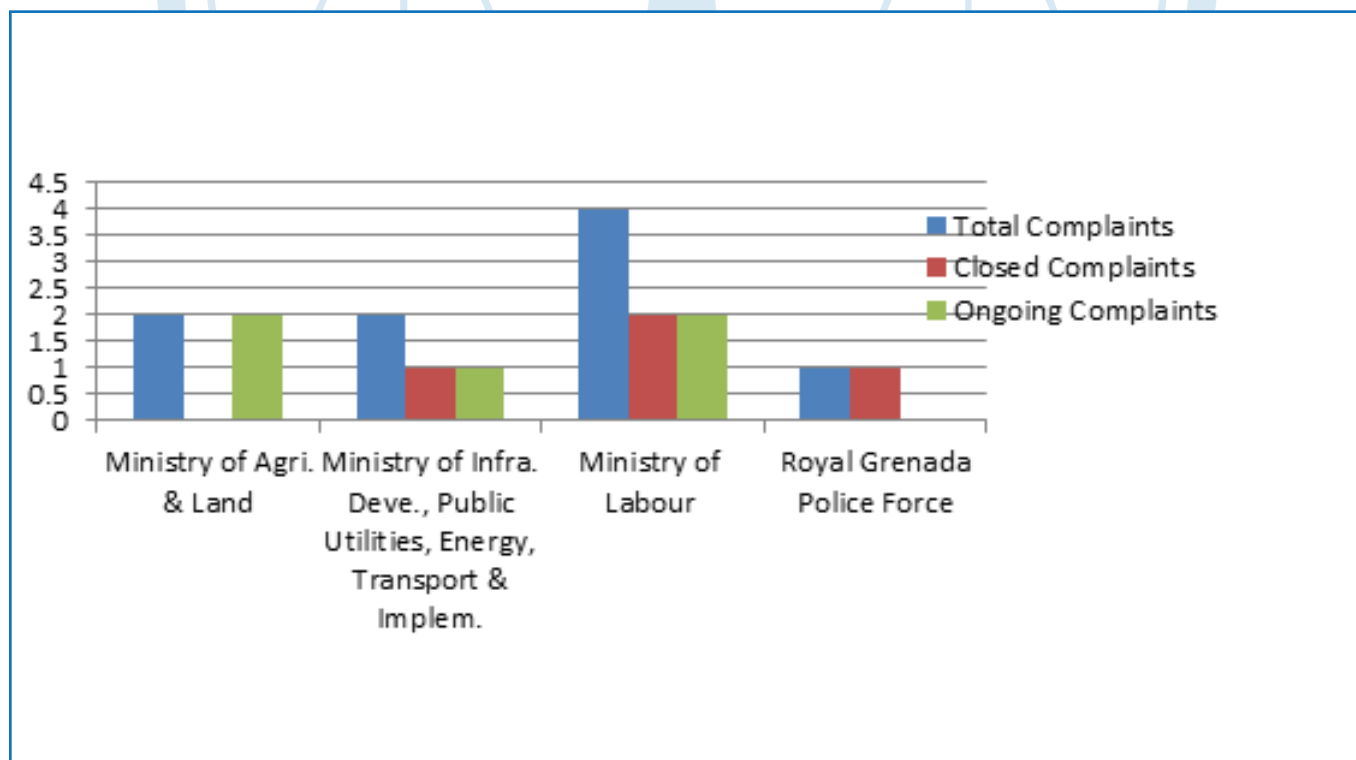
Analysis of Complaints

Table 5: Status of Rollovers from 2017 into 2021

PUBLIC AUTHORITIES	Status of Complaints						
	Total	Closed	Ongoing	Advice Given	Dis-continued	Advice / Referrals	Beyond Jurisdiction
Ministry of Agri. & Lands	2		2				
Ministry of Infra. Deve., Public Utilities, Energy, Transport & Implem.	2	1	1				
Ministry of Labour	4	2	2				
Royal Grenada Police Force	1	1					
TOTAL	9	4	5	0	0	0	0

Table 5 reveals a similar picture to Table 4 in that all rollover cases were either closed or ongoing. Of a total of nine (9) from 2017 into 2021, four (4) were closed while five (5) remain ongoing. As was the case in Table 5, and shown in all other Tables (6-11), no rollover complaints are categorized as Advice/Referral, Discontinued, or Beyond Jurisdiction!

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



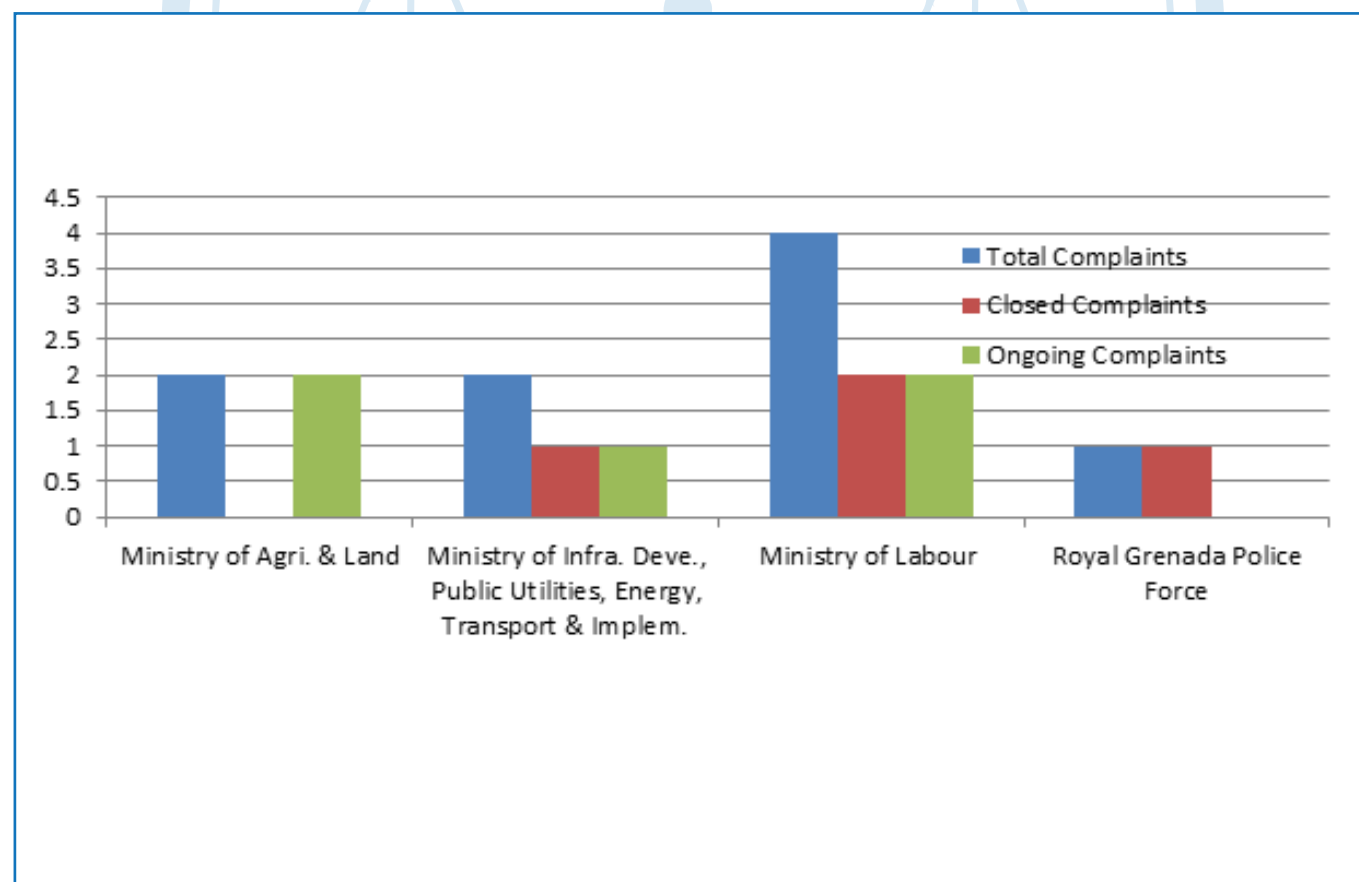
Analysis of Complaints

Table 6: Status of Rollovers from 2016 to 2021

PUBLIC AUTHORITIES	Status of Complaints						
	Total	Closed	Ongoing	Advice Given	Dis-continued	Advice / Referrals	Beyond Jurisdiction
Ministry of Agriculture & Lands	1		1				
Ministry of Education, Human Resource & Religious Affairs	1		1				
Ministry of Labour	2	1	1				
TOTAL	4	1	3	0	0	0	0

Table 6 simply shows that only one (1) of the four (4) complaints was closed, with the other three (3) ongoing.

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



Analysis of Complaints

Table 7: Shows the Status of Complaints of Rollovers from 2015 to 2021

PUBLIC AUTHORITIES	Status of Complaints					
	Total	Closed	Ongoing	Dis-continued	Advice / Referrals	Beyond Jurisdiction
Min. of Com. Works,Physical Dev., Public Utilities, ICT & Com.Dev.	3		3			
Ministry of Labour	1	1				
Min. of Health and Social Security	1		1			
Min. of Finance and Energy	1		1			
TOTAL	6	1	5	0	0	0

Table 7 reveals that the sole rollover complaint from 2015 which was against the Ministry of Labour was closed; the other five (5), including all three (3) from the Ministry of Works remained ongoing.

The graph below is a representation of the Status of Complaints in Table 7 above

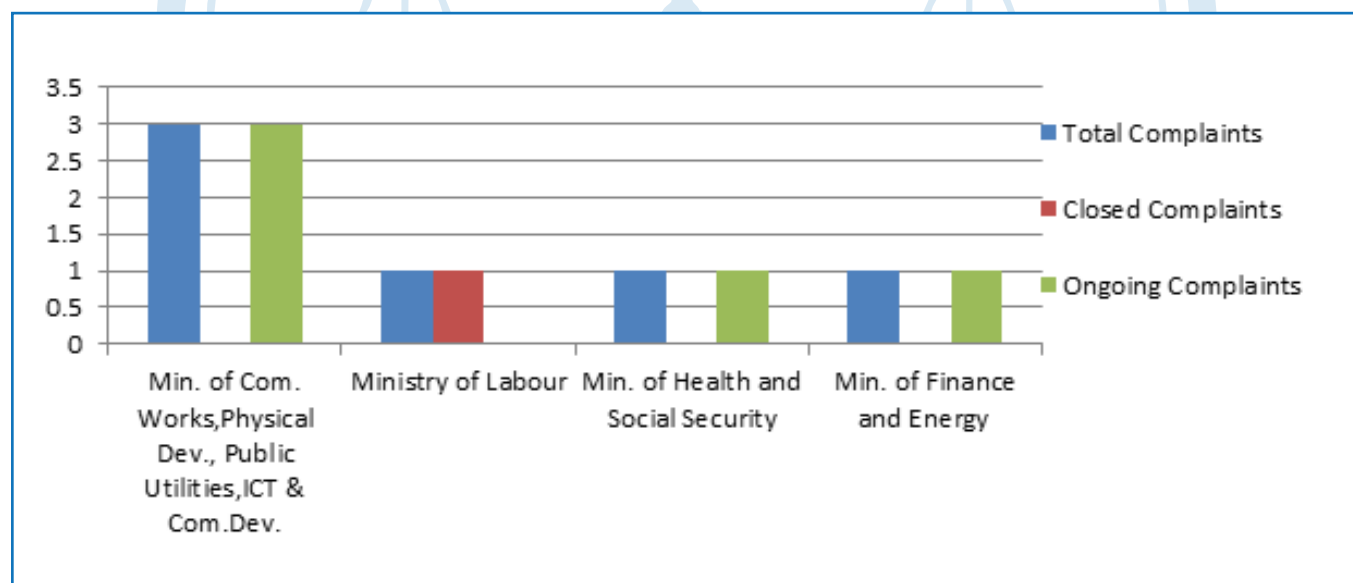


Table 8: Rollovers from 2014 into 2021

PUBLIC AUTHORITIES	Status of Complaints					
	Total	Closed	Ongoing	Dis-continued	Advice / Referrals	Beyond Jurisdiction
Royal Grenada Police Force	1		1			
Ministry of Labour	1		1			
TOTAL	2	0	2	0	0	0

Analysis of Complaints

Table 8 also simply reveals that neither of the two rollover complaints lodged against the RGPF and Ministry of Labour was closed; they remained ongoing.

Table 9: Rollovers from 2013 to 2020

PUBLIC AUTHORITIES	Status of Complaints					
	Total	Closed	Ongoing	Dis-continued	Advice / Referrals	Beyond Jurisdiction
Min. of Infrastructure Development, Public Utilities, Energy, Transport & Implementation	2		2			
Physical Planning Unit	1		1			
TOTAL	3		3		0	0

Again in Table 9, all of the three (3) listed rollover complaints from 2013 were ongoing.

Table 10: Rollovers from 2012 into 2020

PUBLIC AUTHORITIES	Status of Complaints					
	Total	Closed	Ongoing	Dis-continued	Advice / Referrals	Beyond Jurisdiction
Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation	2	1	1			
TOTAL	2	1	1	0	0	0

Table 10 indicates that one (1) of the two (2) rollover complaints against the Ministry of Infrastructure Development in 2012 was closed, and the other ongoing.

Table 11: Rollovers from 2011 into 2019

PUBLIC AUTHORITIES	Status of Complaints					
	Total	Closed	Ongoing	Dis-Continued	Beyond Jurisdiction	Advice Given
Ministry of Agriculture & Lands	1		1	0		
Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation	2		2	0		
TOTAL	3	0	3	0	0	0

Analysis of Complaints

From Table 11, it is again clear that no rollover complaints from 2011 were closed; instead all three (3) were listed as ongoing.

Table 12: Comparison of status of complaints: 2020 vs. 2021

Year	Total	Closed	Ongoing	Advice / Referral	Discontinued	Beyond Jurisdiction
2021	31	2	9	10	1	9
2020	29	1	12	7	0	9

Table 12 shows very little to compare between the complaints for 2020 and 2021. While the annual figures in 2020 and 2021 remained small, the number of ongoing complaints was proportionately large. Again, that could be as a result of the handicaps experienced because of COVID 19. For both years, nine (9) complaints were shown to be Beyond the Jurisdiction of the Ombudsman's Office. Also, and significantly, proportionately high figures, ten (10) and seven (7), were given Advice or Referred.

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

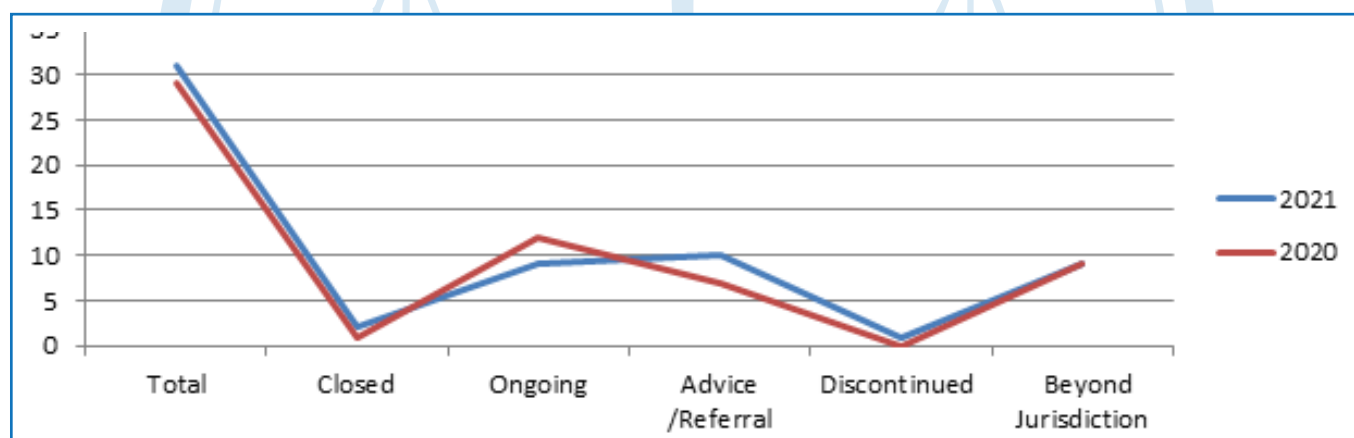


Table 13: Distribution of Complaints per month 2020

MONTHS	2021
Jan	1
Feb	2
March	2
April	4
May	4
June	6
July	1
Aug	2
Sept	1
October	2
Nov	3
Dec	3
Total	31

Analysis of Complaints

The number of complaints for each month of 2021 was low overall. Six (6) complaints for June was the highest monthly figure.

The line graph below is a representation of the Status of Complaints in Table 13 above

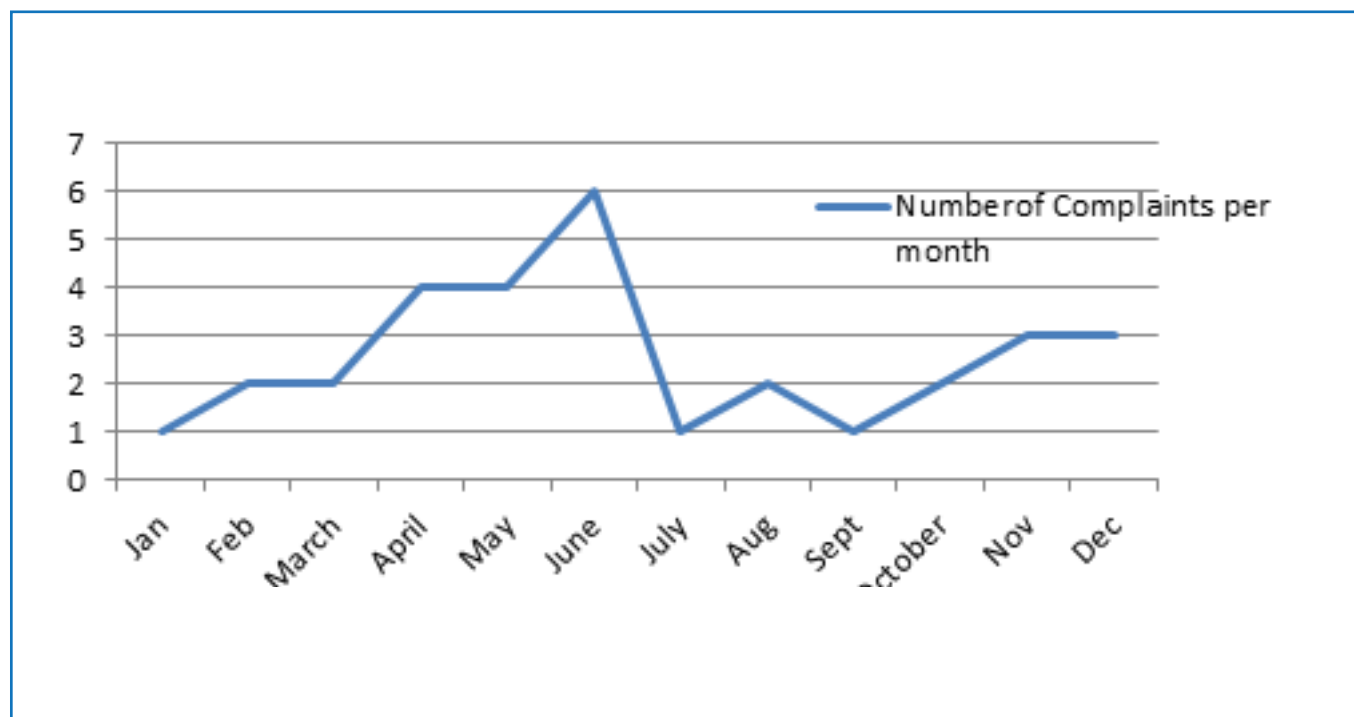


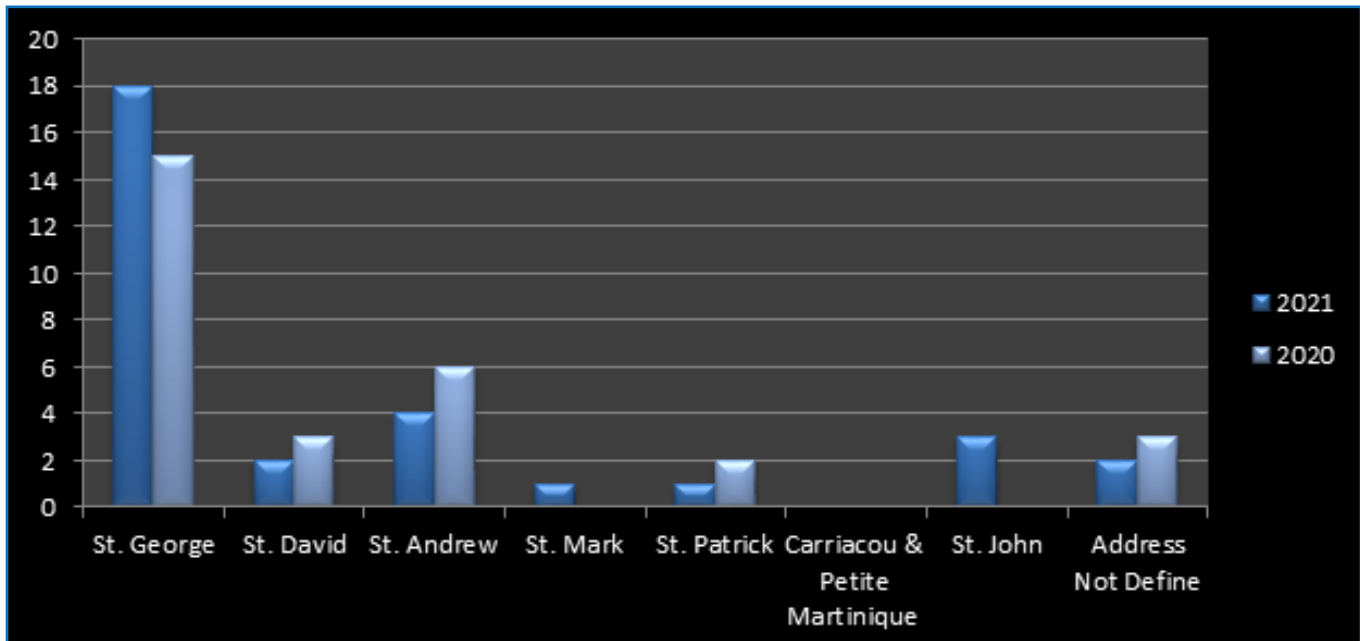
Table 14: Residence of Complainants per parish 2020

PARISH	2021	2020
St. George	18	15
St. David	2	3
St. Andrew	4	6
St. Mark	1	
St. Patrick	1	2
Carriacou & Petite Martinique	0	0
St. John	3	0
Address Not Defined	2	3
TOTAL	31	29

There is no significant change in the breakdown of complainants by parish for 2021. St. George, with eighteen (18) remains the top parish, followed by St. Andrew with only four (4) complainants.

Analysis of Complaints

The bar chart below is a representation of the Status of Complaints in Table 15 above

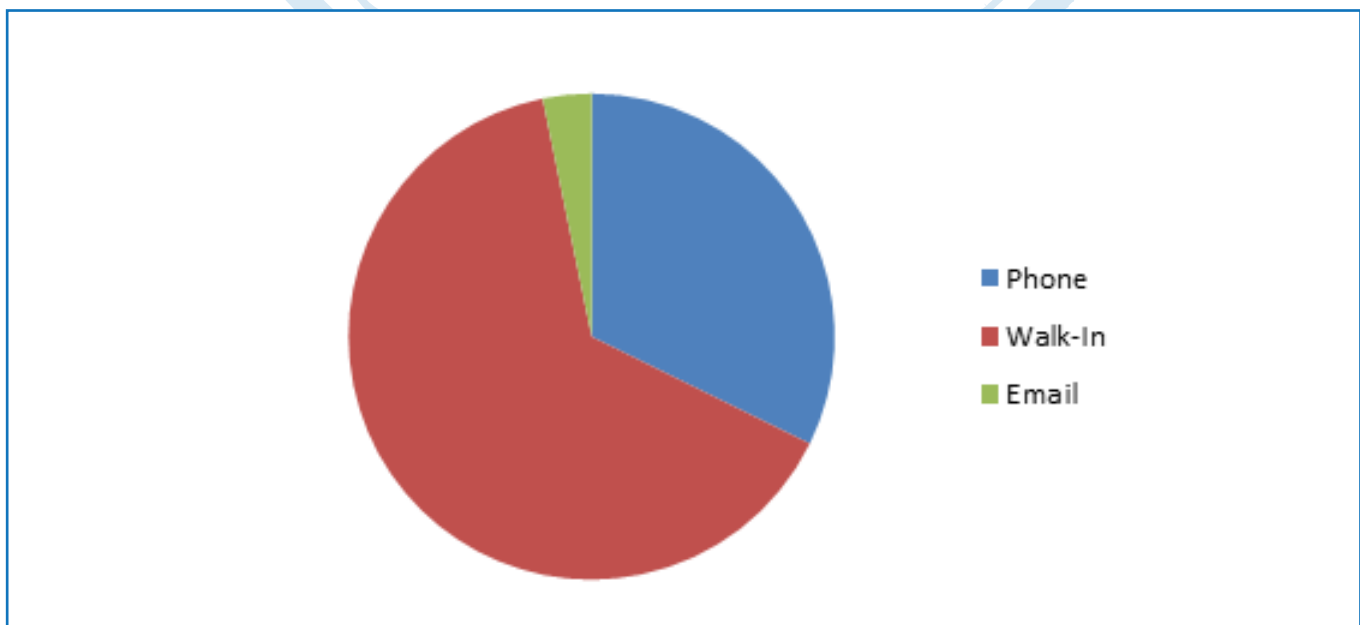


Forms of Initial contact

Phone	Walk-In	Email	TOTAL
10	20	1	31

Initial contact with the Office by telephone accounted for nearly half of the contacts in 2021, again not surprising because of restrictions due to COVID 19.

The bar chart below is a representation of the status of complaints in Table 14 above



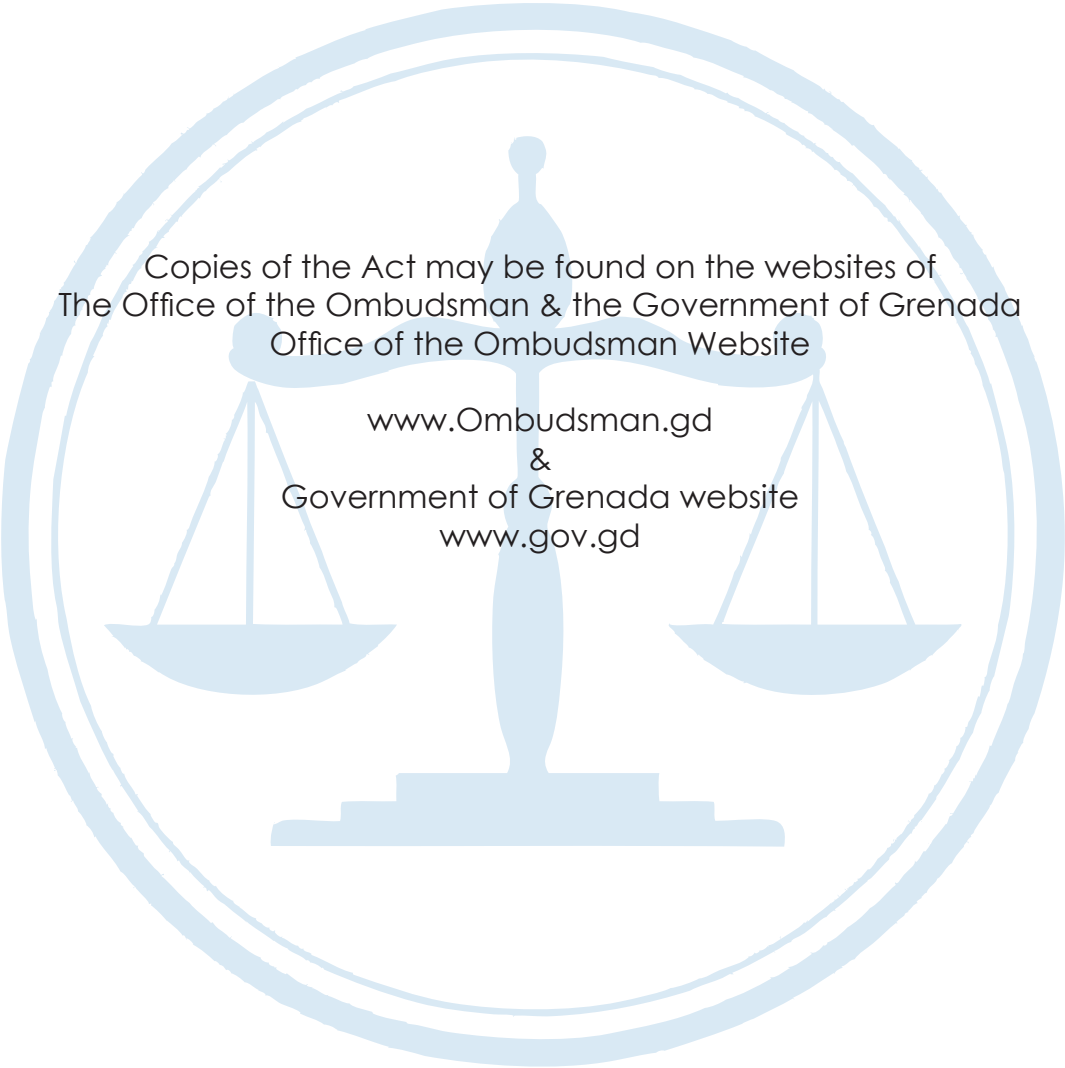
CONCLUDING REMARKS

What a year 2021 has been! There are perhaps not enough words to describe our collective and individual experiences of the effects of COVID 19. But we can and should certainly give thanks to Almighty God, for shepherding us safely through the highs and lows, ups and downs. Let us also trust Him to lead us through 2022 and beyond.

At the same time, we can and must be fully engaged. I, therefore, wish to suggest we become more patriotic in words and action, demonstrating greater respect and tolerance with ourselves and others, as well as accepting responsibility and embracing ownership of our own destiny. This is particularly timely now that we are on the verge of celebrating our 50th anniversary of Independence. Meaningful involvement of everyone ought to be the essential mantra for nation-building.

Leaders have an awesome responsibility to lead by word and example, whether serving in the Public Sector as Permanent Secretaries and Departmental Heads, or Managers and Senior Leaders in the Private sector, and whether in positions of leadership as politicians, lawyers, trade unionists, ministers of religion, etc. The list can go on and on.

Ombudsmen and Ombudsman Institutions also have a critical leadership role to play nationally, regionally and globally. Grenada will soon be in a position to expand its Office of the Ombudsman into a National Human Rights Institution, which [when the time comes] will be the first such Institution in the English-Speaking Caribbean. Legislation will have to be passed to give the new NHRI a much broader mandate to also address maladministration in the Private Sector as well as other serious societal issues, like human rights violations. This would necessitate employing additional highly trained, specialized staff, which is a massive challenge for all Ombudsman Offices and National Human Rights Institutions since they must obtain and manage adequate financial resources needed to function effectively and independently, especially in these challenging times!



Copies of the Act may be found on the websites of
The Office of the Ombudsman & the Government of Grenada
Office of the Ombudsman Website

www.Ombudsman.gd
&
Government of Grenada website
www.gov.gd