



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

24th June, 2025

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 fifteenth Annual Report of the activities of the Office of the Ombudsman, for the period 1st January 2024 to 31st December 2024.

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

24th June, 2025

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

Dear Mr. Speaker,

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

Dear Madam President,

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Office Location



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

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FOREWORD 2024 ANNUAL REPORT



It is with deep humility and pride that I write the Foreword for the 15th Annual Report of the Office of the Ombudsman. How quickly time flies! 2024 is the year the State of Grenada (which includes Carriacou and Petite Martinique) celebrated its Golden (50th) Independence Anniversary. Our extended, year-long celebrations were both memorable and inspirational. The Office shared in the national joy and applauds the pride exhibited by all our citizens both at home and abroad.

The Office of the Ombudsman also commemorated its 15th year of operations this year, having officially commenced operations on October 9, 2009. The milestone which passed quietly was admittedly low-keyed, partly due to the devastation which Hurricane Beryl brought to our Sister Isles and the northern part of Grenada, with priority rightfully placed on responding to the basic needs of many of our negatively affected citizens.

During 2024, the Ombudsman received a courtesy visit by the new British High Commissioner, participated in On-line

Workshops facilitated by the Inter-American Commission on Human Rights (IAHCR), and attended the virtual Caribbean Ombudsman Association (CAROA) biennial Conference which reviewed the role of the Ombudsman as an Institution in the Caribbean and the wider world. I also met with several Permanent Secretaries, as well as the new Labour Commissioner. I saw some of the good work done in several Ministries, and encouraged all to ensure the best service possible to the public is consistently being provided.

The Ombudsman Office continues to provide support, encouragement and hope to numerous persons; the number of new official complaints received in 2024 is 46. We are frequently approached for answers to many questions and concerns, counseling and advice, as well as appropriate referrals from citizens and visitors alike. In this regard, the Office needs to receive quicker, more timely responses to requests for information from Permanent Secretaries and Heads of Departments so as to more efficiently treat with the wide range of complaints it has to respond to. On the other hand, we regret that we sometimes encounter reluctance by some persons to provide basic information, such as their names, addresses and phone numbers when making complaints, which are necessary for speedy, satisfactory resolution of complaints.

One general concern routinely expressed by complainants is the frequent non-answering of phones and the sometimes poor, unhelpful service provided to the public who call the various Ministries and Departments at the Ministerial Complex. I have also experienced this myself, and am using this Foreword to make an urgent appeal for systematic, periodic monitoring to achieve improvements in this area.

I now end by appealing to our entire population to value and care for our beautiful little “Islands in the Sun”. Let us all display greater civic pride by putting an end to indiscriminate littering and dumping. Never tire of showing by word and example that we care for each other and our environment.



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**.

Present staff of the Office of the Ombudsman in 2024



Mr. Marlhon Benjamin
Investigations Officer



Ms. Beverley Baptiste
Executive Secretary



Ms. Allison Gay ***Data Entry Clerk/***
Administrative Assistant

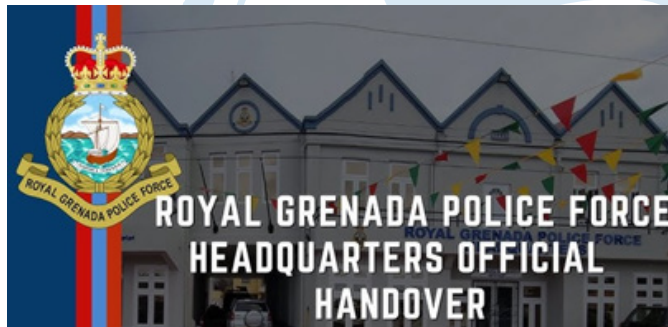
SAMPLE COMPLAINTS



Sample of Complaints

SAMPLE COMPLAINT #1

A “walk-in” complainant visited the Ombudsman’s Office in January, 2024 to express disappointment at the unreasonable and unjust behavior of his boss, whom he said “quite unexpectedly and unjustifiably” told him he was fired. The matter was raised with the Labour Commissioner who intervened and, after months of patient negotiations, resulted in the complainant taken back on the job. Latest reports indicated that the relationship between employer and employee has improved greatly. *Resolved!*



SAMPLE COMPLAINT #2

Several complaints were received “in person” and via email from a male complainant who expressed dissatisfaction with the Police, each saying they are incapable of solving crimes. According to him, individuals and communities have very little trust in them and the Legal System as a whole. He wants to see an end to police brutality, claiming that everyone has a right to justice and fair treatment. He also took a swipe at the Legal System as a whole asserting, without giving any concrete reasons, it was also corrupt.

Advice given; Referral made.

SAMPLE COMPLAINT #3

The President and CEO of a Private Business Enterprise emailed the Office complaining about the undue delay in securing work permits for 2 highly-skilled professionals. The matter was formerly discussed with the Ministry of Labour and the Commissioner

MINISTRY OF LABOUR

Complaint Resolved!

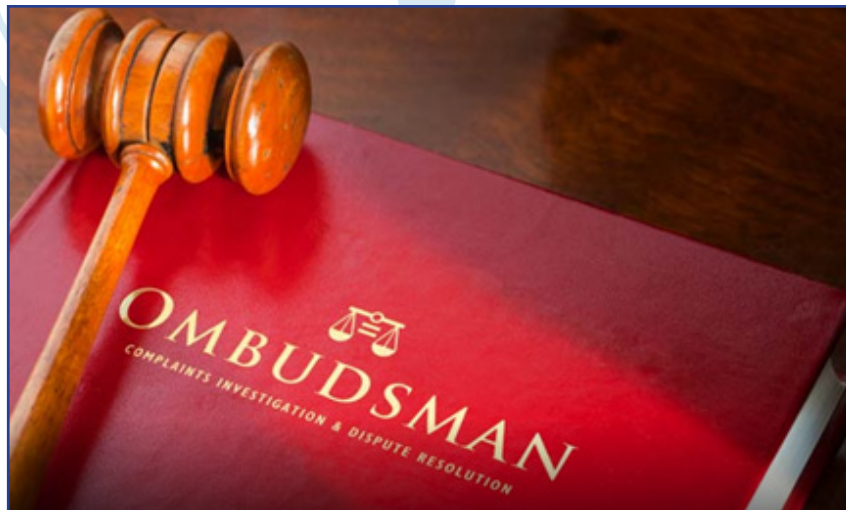
SAMPLE COMPLAINT #4

A physically challenged, visually impaired individual called to complain about how extremely difficult and frustrating it is for him to get to speak to a public officer (senior or junior) via telephone in most of the Ministries in the Ministerial Complex. He also (rightly) expressed disgust on behalf of many others who have been experiencing similar frustrations, and wanted the Ombudsman to be aware of the situation and seek to have it improved for everyone. *Referral promised and made!*

SAMPLE COMPLAINT #5

A single mother of five (5) from the parish of St. George, came to the Office seeking assistance in the form of better, more comfortable housing for herself and children, two of whom are suffering from sickle cell complications. Claiming that the house she currently lives in is too crammed and unhealthy, she requested assistance with better housing from the Ministry of Housing and Social Development. *Referral made!*

ANALYSIS OF COMPLAINTS



Analysis of Complaints

Table 1: Status of complaints made against the various Public Authorities in 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/ Referrals	Discontinued	Beyond Jurisdiction
Ministry of Agriculture and Lands, Fisheries & Cooperatives	3	1		2		
Ministry of Social & Community Development, Housing and Gender Affairs	2			2		
Ministry of Legal Affairs, Labour & Consumer Affairs	4	3		1		
Ministry of Health, Wellness & Religious Affairs	2			2		
Other Private Entities	15			15		
Grenada Electricity Services Limited	1			1		
Ministry of Works, Physical Development and Public Utilities	2			1		1
Prime Minister's Ministry	3			1		2
Royal Grenada Police Force	7	1	1	4	1	
Planning and Development Authority	3		1	2		
Housing Authority of Grenada	1		1			
Grenada Solid Waste Management Authority	1			1		
Supreme Court Registry	1			1		
Grenada National Stadium	1	1				
TOTAL	46	6	3	33	1	3

Of the forty-six (46) complaints received in 2024, more than two-thirds of the total number (33), were either given "Advice" or "Referred".

A relatively small number of complaints (6) received for 2024 were "Closed"; three (3) each were listed as "Ongoing" and "Beyond Jurisdiction", and one (1) "Discontinued".

Analysis of Complaints

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

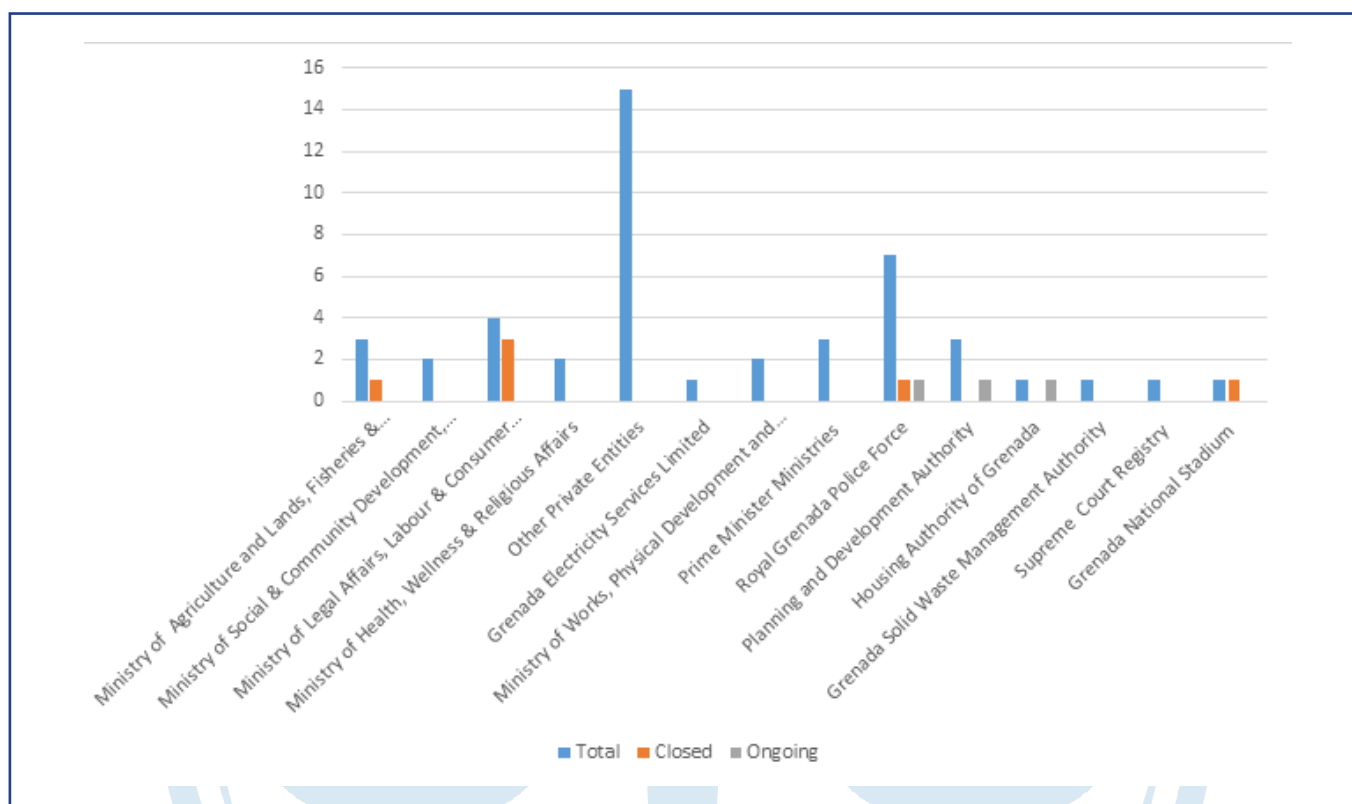


Table 2: Status of Rollover complaints from 2023 to 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/Referrals	Discontinued	Beyond Jurisdiction
Ministry of Edu., Youth, Sports & Culture	1	1				
Ministry of Legal Affairs, Labour & Consumer Affairs	3		3			
Ministry of Social & Community Development, Housing and Gender Affairs	2		1		1	
Ministry of Health, Wellness & Religious Affairs	2	1				1
TOTAL	8	2	4		1	1

The number of Rollover Complaints from 2023 is eight (8). Two (2) were “Closed”; four (4) “Ongoing”, and one (1) each “Discontinued” or “Beyond Jurisdiction”.

Analysis of Complaints

Table 3: Status of Rollover complaints from 2022 to 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/ Referrals	Discontinued	Beyond Jurisdiction
Ministry of Legal Affairs, Labour & Consumer Affairs	1		1			
National Water and Sewage Authority	1		1			
Ministry of Agriculture and Lands, Fisheries & Cooperatives	3		3			
Child Protection Authority	1			1		
Ministry of Health, Wellness & Religious Affairs	1				1	
Royal Grenada Police Force	1			1		
TOTAL	8		5	2	1	

Reveals a similar number (8) of Rollover Complaints from 2022; none were “Closed”, but five (5) are “Ongoing”.

Table 4: Status of Rollover complaints from 2021 to 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/ Referrals	Discontinued	Beyond Jurisdiction
Ministry of Legal Affairs, Labour & Consumer Affairs	1	1				
Ministry of Health, Wellness & Religious Affairs	1		1			
TOTAL	2	1	1			

Table 5: Status of Rollover complaints from 2020 to 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE						Beyond Juris- diction
	Total	Closed	Ongoing	Advice Given	Discontinued	Advice / Referrals	
Physical Planning Unit	1		1				
Royal Grenada Police Force	1		1				
TOTAL	2	0	2	0	0	0	0

Analysis of Complaints

Two (2) Rollover Complaints are captioned in both Tables. However, one (1) is shown to be “Closed” and the other is “Ongoing” from 2021; and both complaints from 2022 are “On-going”.

Table 6: Status of Rollover complaints from 2019 to 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/ Referrals	Discontinued	Beyond Jurisdiction
Ministry of Legal Affairs, Labour & Consumer Affairs	5	5				
Supreme Court Registry	1	1				
Ministry of Health, Wellness & Religious Affairs	1	1				
Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation	1	1				
TOTAL	8	8		0	0	0

A positive, encouraging statistic is presented with all eight (8) Rollover Complaints from 2019 “Closed”! Congratulations to the five listed (5) Ministries.

Table 7: Status of Rollover complaints from 2018 to 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE					
	Total	Closed	Ongoing	Advice/ Referrals	Discontinued	Beyond Jurisdiction
Physical Planning Unit	1		1			
Ministry of, Agriculture and Lands	2		2			
Ministry of Legal Affairs, Labour & Consumer Affairs	1		1			
TOTAL	4	0	4	0	0	0

Similarly, all four (4) Rollover Complaints from 2018 were “Closed” in 2024. Congrats also to the three (3) respective Ministries!

Analysis of Complaints

Table 8: Status of Rollovers from 2017 into 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE						Beyond Jurisdiction
	Total	Closed	Ongoing	Advice Given	Discontinued	Advice / Referrals	
Ministry of Economic Development, Planning, Tourism, ICT, Creative Economy, Agriculture and Lands, Fisheries & Cooperative	2		2				
Ministry of Infrastructure Development, Public Utilities, Energy, Transport & Implementation	1				1		
Ministry of Legal Affairs, Labour & Consumer Affairs	1		1				
TOTAL	4		3	0	1	0	0

Three (3) of the four Rollover Complaints from 2017 remain unresolved ("Ongoing"), while the other one was "Discontinued".

Table 9: Status of Rollovers from 2018 into 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE						Beyond Jurisdiction
	Total	Closed	Ongoing	Advice Given	Discontinued	Advice / Referrals	
Ministry of Economic Development, Planning, Tourism, ICT, Creative Economy, Agriculture and Lands, Fisheries & Cooperative	1		1				

Analysis of Complaints

Ministry of Legal Affairs, Labour & Consumer Affairs	1		1				
TOTAL	2	0	2	0	0	0	0

Regrettably, both Rollover Complaints from 2016 remain listed as Ongoing”!

Table 10: Status of Rollovers from 2015 into 2024

PUBLIC AUTHORITIES							
	Total	Closed	Ongoing	Advice Given	Discontinued	Advice / Referrals	Beyond Jurisdiction
Ministry of Legal Affairs, Labour & Consumer Affairs	1		1				
TOTAL	1	0	1	0	0	0	0

Table 11: Status of Rollovers from 2014 into 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE						
	Total	Closed	Ongoing	Advice Given	Discontinued	Advice / Referrals	Beyond Jurisdiction
Ministry of Legal Affairs, Labour & Consumer Affairs	1		1				
TOTAL	1	0	1	0	0	0	0

Table 12: Status of Rollovers from 2013 into 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE						
	Total	Closed	Ongoing	Advice Given	Discontinued	Advice / Referrals	Beyond Jurisdiction
Min. of Com., Works, Physical Dev., Public Utilities & ICT	1		1				
TOTAL	1		1	0	0	0	0

Analysis of Complaints

Each of these 3 Tables, with Rollover Complaints from 2015, 2014, and 2013 has one (1) complaint each still not yet solved, and therefore “Ongoing”.

Table 13: Status of Rollovers from 2011 into 2024

PUBLIC AUTHORITIES	STATUS OF COMPLAINTS MADE						Beyond Jurisdiction
	Total	Closed	Ongoing	Advice Given	Discontinued	Advice / Referrals	
Ministry of Economic Development, Planning, Tourism, ICT, Creative Economy, Agriculture and Lands, Fisheries & Cooperatives	1		1				
Min. of Com., Works, Physical Dev., Public Utilities & ICT	2		2				
TOTAL	3		3	0	0	0	0

In the above with Rollover Complaints from 2011 to 2024 all three complaints remained “Ongoing”.

Table 14: Distribution and comparison of Complainants per month

MONTHS	2024	2023
Jan	5	5
Feb	4	3
March	6	6
April	3	4
May	4	1
June	4	4
July	3	4
Aug	1	2
Sept	4	4
October	6	5
Nov	5	4
Dec	1	3
Total	46	45

Analysis of Complaints

There were 45 complaints overall in 2023 and 46 in 2024. Comparatively similar monthly figures for both years.

The bar graph below compares the residence of complainants per month 2024 and 2023.

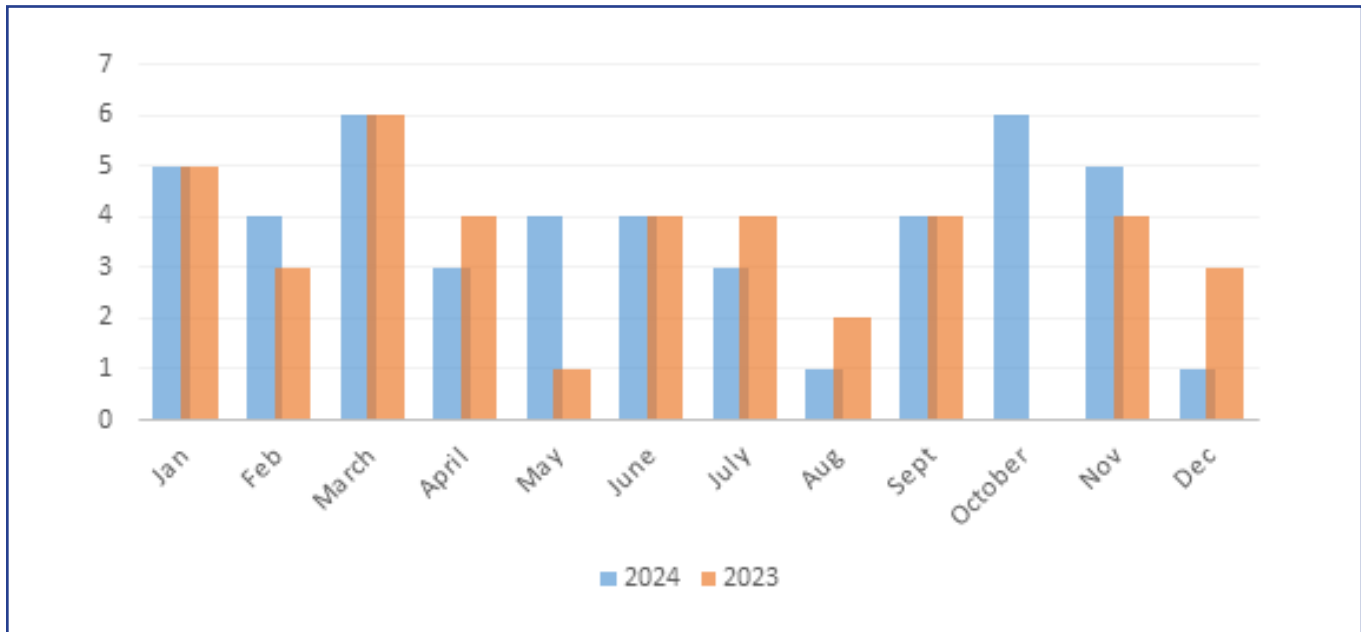


Table 15: Residence of complaints per parish 2024 and 2023

Parish	2024	2023
St. George	14	17
St. David	3	3
St. Andrew	6	9
St. Mark		1
St. Patrick	6	3
Out of State		2
Carriacou & Petite Martinique	1	1
St. John	1	6
International	3	
Address Not Defined	12	3
TOTAL	46	45

The bar graph below compares the residence of complainants per parish 2024 and 2023

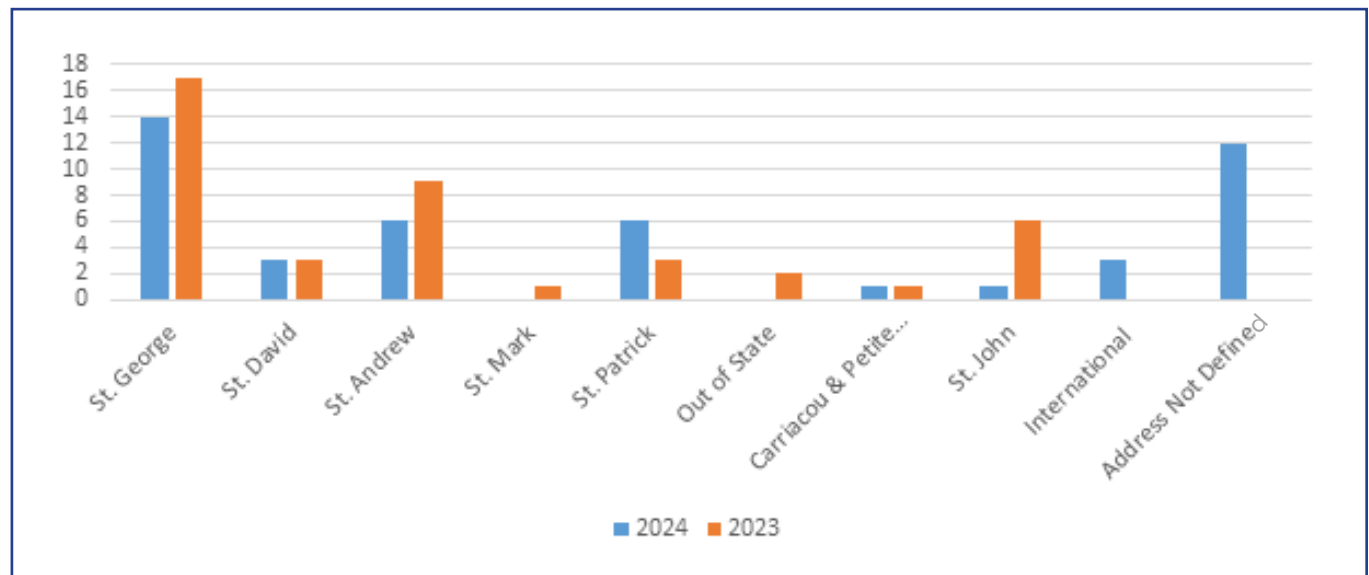


Table 16: Comparison of status of complaints: 2024 vs. 2023

Year	Total	Closed	Ongoing	Advice / Referral	Discontinued	Beyond Jurisdiction
2024	46	6	3	33	1	3
2023	45	5	8	27	0	5

The bar graph below is a representation of the information shown in the table above 2024 vs. 2023

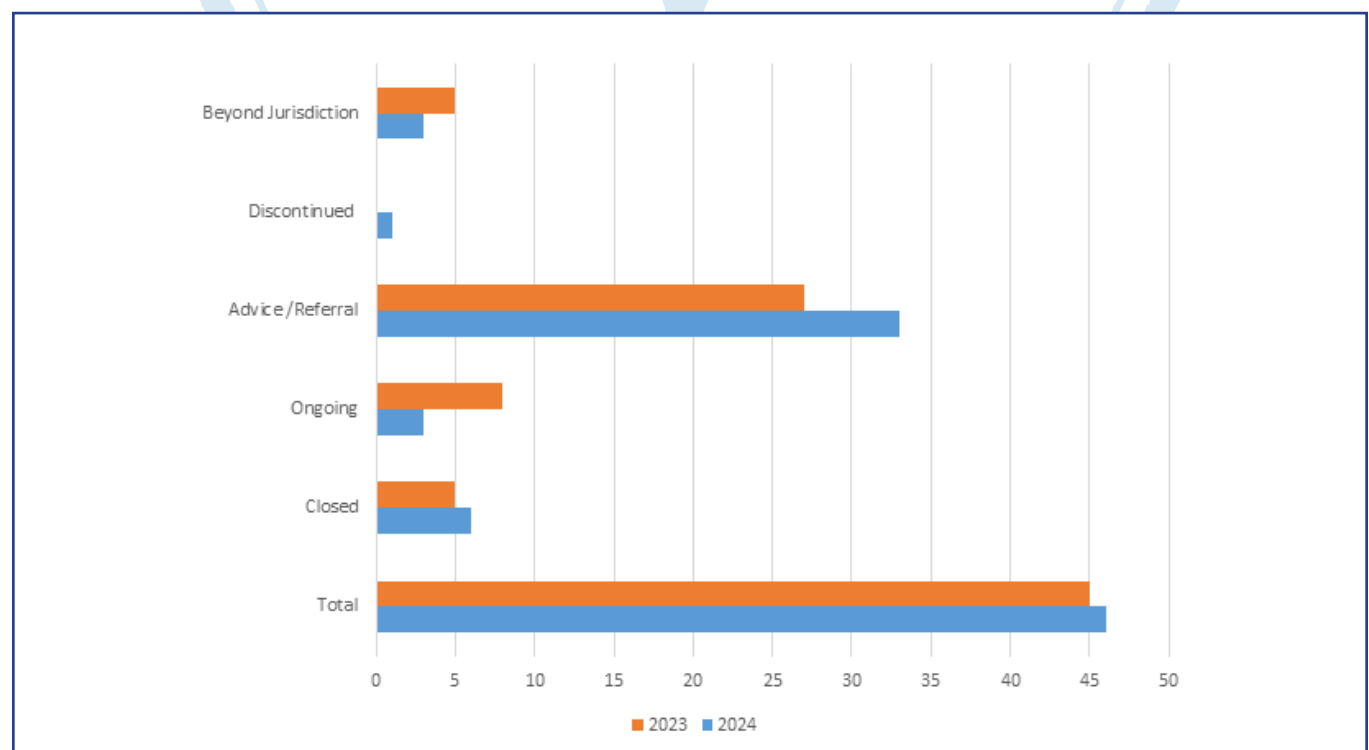
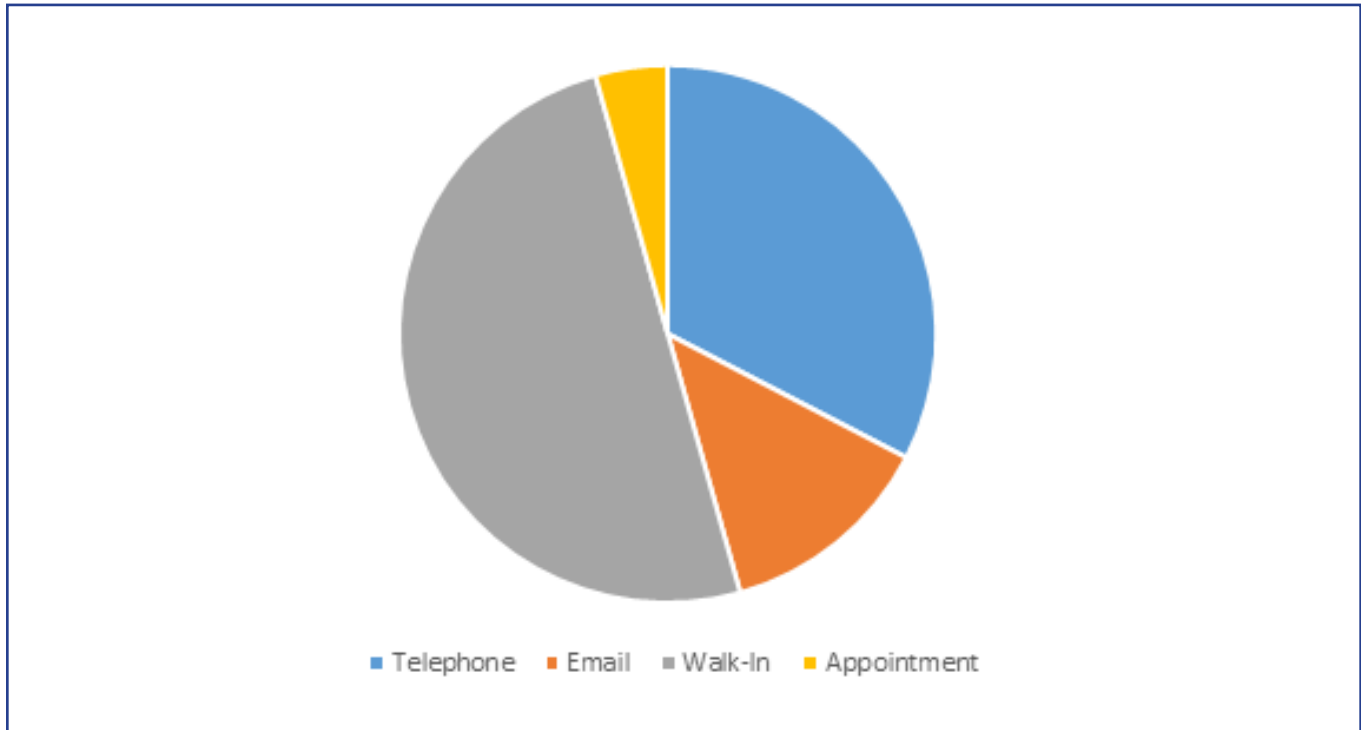


Table 15: Forms of initial contact 2024

Telephone	Email	Walk-In	Appointment	TOTAL
15	6	23	2	46

The pie chart below is a pictorial representation of the information shown in the table above





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

