

**Information Note
for LegCo Members' meeting with The Ombudsman
on 2 December 2003**

Survey on the work of this Office

With the assistance of the Census and Statistics Department (C&SD), this Office conducted a questionnaire survey of about 8,000 randomly selected households between March and May 2003 to collect the views of the public on the following areas –

- (1) citizens' normal way of pursuing complaints;
- (2) general expectation of the public on statutory complaint channels;
- (3) awareness of the Office of The Ombudsman; and
- (4) perception on the work of the Office of The Ombudsman.

This year's survey was an extension of the two earlier surveys conducted in 1996 and 1999. The three surveys were consistent in subject and format for systematic analysis of the findings and assessment of possible changes in the views of the public on the above four areas. The findings of the survey will facilitate our understanding of the expectation and demand of the public in lodging their complaints and help us enhance our complaint handling. It will also assist us to formulate strategies on public education and publicity.

This Office had worked closely with C&SD in the design of the questionnaire to ensure the data collected are viable for the purpose of the survey. The survey has now been completed and this Office is reviewing the preliminary data submitted by the Department. We still have to discuss further with C&SD and the market research agency on the data collected and its presentation for meaningful comparison with previous surveys. It is expected that a formal report of the survey will be completed early next year and the findings reported in the next Annual Report for public information.