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Replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2019-20

The Ombudsman
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Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
OMB001	4326	CHAN Tanya	114	(1) Complaints Administration

CONTROLLING OFFICER'S REPLY

OMB001

(Question Serial No. 4326)

Head: (114) Office of the Ombudsman

Subhead (No. & title): (000) Operational expenses

Programme: (1) Complaints Administration

Controlling Officer: The Ombudsman (Winnie Chiu)

Director of Bureau: The Ombudsman

Question:

1. Please provide the average time required by the Office of The Ombudsman to process a complaint case in the past five years.
2. For the year 2018-2019, what is the estimated average time required by the Office to process a complaint case?
3. Will the Office review and reform its complaint handling procedures in 2018-19 to speed up the processing time? If yes, what are the details and estimated expenditure?
4. Will the Office consider recruiting more accredited mediators to strengthen its capacity in handling complaint cases? If yes, what are the details and estimated expenditure?

Asked by: Hon CHAN Tanya (LegCo internal reference no.: 70)

Reply:

1. This Office has in place performance pledges for the time required to process complaint cases. Our processing time for complaint cases in the past five years are given in the tables below:

- (1) For complaint cases outside jurisdiction or under restriction:

Year	Response Time		
	Within 10 working days (Target: >70%)	Within 11-15 working days (Target: <30%)	More than 15 working days
2013-14	88.9%	9.7%	1.4%
2014-15	90.9%	8.6%	0.5%
2015-16	98.4%	1.6%	0%
2016-17	97.3%	2.6%	0.1%

Year	Response Time		
	Within 10 working days (Target: >70%)	Within 11-15 working days (Target: <30%)	More than 15 working days
2017-18	97.3%	2.7%	0%

(2) For other complaint cases:

Year	Response Time		
	Less than 3 months (Target: >60%)	Within 3-6 months (Target: <40%)	More than 6 months
2013-14	81.7%	17.2%	1.1%
2014-15	86.3%	13.1%	0.6%
2015-16	84.8%	14.7%	0.5%
2016-17	87.6%	12.2%	0.2%
2017-18	88.3%	11.3%	0.4%

2. In 2019-20, this Office will continue to endeavour to complete processing different categories of cases within our pledged targets:

Category of Complaint Cases	Standard Response Time	Maximum Response Time
(1) Cases outside jurisdiction or under restriction	Within 10 working days (Target: not less than 70%)	Within 11-15 working days (Target: not more than 30%)
(2) Other cases	Less than 3 months (Target: not less than 60%)	Within 3-6 months (Target: not more than 40%)

3. This Office makes a constant effort to review and improve its complaint handling procedures. In 2019-20, this Office will continue to promote the use of mediation to handle cases involving no or minor maladministration for reaching a speedier and more direct resolution. Resources thus saved can then be redeployed to direct investigations and full investigation of more complex complaint cases.

4. This Office attaches great importance to developing the ability of our investigation officers to resolve disputes and organises from time to time related workshops and training sessions. This Office has in place a sponsorship scheme to encourage our investigation officers to attend more advanced mediation training courses and attain accreditation as mediators. This Office has no need to recruit more accredited mediators for the time being.

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