



OMBUDSMAN FOR BERMUDA

26th June 2015

To: All Media

Ombudsman for Bermuda Submits Her Annual Report for 2014

Hamilton, Bermuda: Victoria Pearman, Ombudsman for Bermuda, issued the Annual Report for the calendar year 2014.

“Our Annual Report provides a review of the Ombudsman’s first year in Office. It shows how the Ombudsman has achieved strategic aims set out in her message in the Annual Report 2013. The strategic aims are separated into sections, namely: Greater Public Access, Greater Public Awareness, and Championing Best Practice. These sections include complaint statistics presented in an easy-to-read format. Summaries of complaints closed in the calendar year 2014 are also described, as well as information on specific authorities that we have chosen to share so the public can learn more about various departmental practices, policies, procedures and governing legislation.

The Annual Report includes a special report regarding a complaint where the Ministry of Home Affairs and the Department of Immigration failed to follow certain Ombudsman’s recommendations.

Additionally, the Report includes a section of updates on previous Special Reports. These provide information on what has occurred in 2014 in relation to: ‘4x6=262: Special Report on the Ombudsman’s Own Motion Systemic Investigation into Governance at the Corporation of Hamilton’ and ‘A Grave Error: Ombudsman for Bermuda’s Own Motion Systemic Investigation into the Demolition of Tombs in the Marsden Methodist Memorial Cemetery at Tucker’s Point’.”

Limited copies of the Report will be available for the public at our Office located at: Dundonald Place, Suite 102, 14 Dundonald Street West, Hamilton HM 09. The Report can also be downloaded from www.ombudsman.bm, along with all other previous reports published by the Office.

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Editor’s Notes:

- The Ombudsman is an independent, non-government official who investigates complaints from the public about maladministration in the delivery of public services.
- The Ombudsman Act 2004 is the governing legislation.
- Section 24 of the Ombudsman Act 2004 requires that, within six months of the end of the year, the Ombudsman shall submit an Annual Report to the Speaker of the House of Assembly, with a copy to the Governor and the President of the Senate.
- Sections 15-17 of the Ombudsman Act 2004 lay out the process by which the Ombudsman may make recommendations further to an investigation to which the authority is required to respond. Pursuant to section 24 and 17, the Ombudsman may submit a special report to Parliament outlining an authority’s: (1) failure to notify the Ombudsman of action proposed to be taken; (2) failure to take any action; (3) action that in the Ombudsman’s opinion has been inadequate or inappropriate.
- For more information, contact the Office of the Ombudsman for Bermuda at 296-6541.

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