

OFFICE OF THE



(OMBUDSMAN)

NEWSLETTER

FEBRUARY 16, 2017

First Newsletter Publication By the Complaints Commission
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COMPLAINTS COMMISSIONER ATTENDS CONFERENCE IN THAILAND



**MRS. CYNTHIA ASTWOOD OBE,
TURKS & CAICOS ISLANDS
COMPLAINTS COMMISSIONER**



The International Ombudsman Institute hosted the 11th IOI World Conference in Bangkok, Thailand, November 14 - 18 2016. Ombudsmen from all over the world take the occasion of this important event to meet and share their experience and expertise, to learn from each other and to inform and strengthen their daily work in protecting and promoting human rights, fighting maladministration and upholding good governance and the rule of law.

MISSION STATEMENT

The Office of the Complaints Commission (Ombudsman) of the Turks and Caicos Islands seeks to investigate complaints of maladministration by Government Departments and Statutory Bodies as stipulated in the Ordinance, promote effectiveness and efficiency within services rendered to the community, educate persons about their rights and duties in a free and democratic society, and provide a service to the public in fairness, justice and without prejudice, so as to promote harmony and good governance in the country.

OUR VISION

To be an organization that permeates the community with fairness and impartiality and harmony by promoting good governance and executing justice thereby creating trust between members of the community and the public bodies that serve them.

THE ROLE OF THE OMBUDSMAN

The Ombudsman is an independent non-government official who investigates complaints from the public about maladministration in the delivery of public services. The Ombudsman receives complaints from members of the public who have been aggrieved by Public Officers. Complaints are investigated in a fair and independent manner to ascertain whether injustice has been caused by improper, unreasonable or inadequate government administrative conduct.

Former Complaints Commissioners

- ▶ Mr. Charlie Been 1994 - 1999,
- ▶ Mr. Albert Williams 1999 - 2006
- ▶ Mrs. Sadie Jean Williams 2006 - 2010

STAFF OF THE COMPLAINTS COMMISSION



The Administrative Officer, Ms. Sharissa Lightbourne began work with the Commission July 2016.



Mrs. Caulette Simmons, our Senior Investigative Officer joined the team in August 2016.

"When complaints are freely heard, deeply considered and speedily reformed, then is the utmost bound of civil liberty attained that wise men look for."

-John Milton



Ms. Ciphany Skippings Investigative Officer has been working with the Commission since March 2015.

New Governor In Turks & Caicos Islands



HIS EXCELLENCY THE GOVERNOR DR. JOHN FREEMAN WAS SWORN IN ON OCTOBER 18TH 2016 AS THE 14TH GOVERNOR OF THE TURKS & CAICOS ISLANDS SINCE 1973

"Complaints always reveal a person's values. Because it is an assault on- or insult to- our values that creates a complaint in the first place. We only complain when something is the opposite of or an offence to that which we think is important."

Alison Armstrong

THE FORMER GOVERNOR, HIS EXCELLENCY PETER BECKINGHEM PAID A COURTESY CALL TO THE OFFICE OF THE COMPLAINTS COMMISSION PRIOR TO HIS DEPARTURE FROM OFFICIAL DUTY IN THE TURKS AND CAICOS ISLANDS OCTOBER 2016.



ADVICE CORNER

It is most effective to write your complaint, particularly if your complaint is complex and you need to provide copies of documents.

Stick to the main facts, providing as much details as necessary to convey the complaint so that it can be resolved as quickly as possible.

It is useful to indicate what action you suggest the authority should take to resolve the problem, remember to stay calm and be polite.

Blaming and becoming abusive will encourage a defensive attitude and may prevent you from presenting your perspective on the issue effectively.

Good governance never depends upon laws, but upon the personal qualities of those who govern. The machinery of government is always subordinate to the will of those who administer that machinery. The most important element of government, therefore, is the method of choosing leaders. Frank Herbert