

# Office of The Ombudsman announces procedures for application for information of the Office after website update

The following is issued on behalf of the Office of The Ombudsman:

The Office of The Ombudsman today (May 19) announced the procedures for applying for information of the Office after the website update. Starting tomorrow (May 20), members of the public may apply for information that is not on the Office's website but can be made available by completing the form of "Application for Information of the Office" on its website, or by email or in writing. Upon receiving the application, the Office will handle it in accordance with the Ombudsman Ordinance. For details, please refer to the Procedures for Application for Information of the Office on its website.

The Office reviews and updates from time to time the content published on its website to ensure its accuracy and relevance, facilitating public browsing and search for the latest and most relevant investigation reports and information. In the previous website update in 2022, the Office also removed outdated investigation reports and only retained reports from the past 10 years.

Given that in recent years, the recommendations made to government departments and relevant public organisations have generally been implemented within around two years, the investigation reports published before April 2023 are no longer up to date and even misleading to the public. Consequently, after a thorough review, the Office has removed investigation reports and content that no longer reflect the current situation, retaining only those from the past three years. The update can also prevent the website from being inundated with obsolete data and hindering public access to and search for required information.

Same as the handling of the website update in 2022, all the investigation reports and files involved have been preserved for the long term and not destroyed in this round of website update. Members of the public who wish to apply to the Office for information may do so through the aforesaid procedures.

As always, after investigating complaints about maladministration, including cases related to non-compliance with the Code on Access to Information, the Office will consider publishing investigation reports in accordance with the Ordinance. Therefore, there is no need to separate these reports into different categories.

In addition to disseminating the latest information, the Office's website is set up primarily for the public to lodge complaints conveniently.

The Office will continue to review and update its website information and optimise user experience. Where necessary, proper modifications and adjustments will be made to ensure accuracy, relevance and effective management of online information.