

Resumption of walk-in reception counter service of Office of The Ombudsman

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

The Office of The Ombudsman today (July 2) announced that the Office will resume its walk-in reception counter service on July 6 (Monday).

However, to continue to help reduce social contact and the risk of the spread of COVID-19 in the community, members of the public who wish to lodge complaints or make enquiries are encouraged to contact the Office through other means (i.e. email, fax, hotline, voice message and online form) and make prior appointments as far as practicable if meetings are necessary. Priority will be given to those with appointments.

The reception counter will be open from 9am to 5pm from Monday to Friday.

All visitors are required to wear surgical masks and have their body temperature checked before entering the Office. Those with symptoms such as fever or cough will be advised to seek medical assistance and not enter the Office.

The special precautionary measures will be lifted when conditions permit.