

Temporary suspension of walk-in reception counter service of Office of The Ombudsman

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

In view of the current widespread COVID-19 epidemic, the Office of The Ombudsman today (July 14) announced that the Office will temporarily suspend its walk-in reception counter service starting from tomorrow (July 15). Face-to-face meetings with the Duty Officer or case officers must be made by prior appointment.

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).