



## **SERVICE DELIVERY CHARTER**

***The services of the Ombudsman aim for the highest quality, to be open to scrutiny and accountability. As such, the Office has developed this Service Charter against which our services can be measured.***

### **Our Mandate**

***To investigate and take actions that will resolve complaints from members of the public who have suffered injustice as a result of maladministration by government and its agencies.***

### **Our Mission**

***The Office of the Ombudsman safeguards the community in its dealings with government and its agencies in Sierra Leone, by independent and impartial investigation and resolution of complaints.***

### **Our Vision**

***A Sierra Leone, where administrative action by government and its agencies is fair, effective, efficient and accountable***

### **We Promise that:**

- ◆ ***We will act in accordance with the Ombudsman Act, 1997***
- ◆ ***We will deal with your complaint free of charge***
- ◆ ***We will treat you fairly and with respect***
- ◆ ***You will be given the right to be heard during the complaint process***
- ◆ ***Our actions with regard to your complaint will be balanced, taking into account all available evidence***
- ◆ ***We will explain our decisions and reasons to you***
- ◆ ***We can review any decision or conclusion we have reached about a complaint upon a valid request.***

**In instances where service delivery is perceived to be inefficient or ineffective, report should be forwarded to the Executive Secretary or the Ombudsman.**

**For more information please contact our Public Relations Unit on: +232 78 826484**

Services	Standard Practice	Charges	Timeline
Receipt of Complaints	You can lodge a complaint in person, in writing, by telephone, via email or drop a letter in our Complaint <i>Boxes</i> at the Prisons or District Council offices. Our officers will record your complaint if you cannot read or write.	Free	Immediately
Acknowledgment	We will register, file and acknowledge receipt of your complaint.	Free	Within five working days from the date of receipt
Assessment	We will examine your complaint to determine the appropriate line of action to resolve it. After which, you <i>would</i> be informed about our decision or line of action.	Free	Within five working days from the date of receipt
Referrals	If your complaint does not fall within our mandate, we will refer your case to the appropriate agency or authority or advise you on an appropriate remedy.	Free	Within five working days from the date of receipt
Contacting Respondents	We will forward your complaint as written or recorded to the agency or authority against whom you have complained for a response. <b>(Section (10) (2) of the Ombudsman Act, 1997)</b>	Free	Within ten working days from the date of receipt
Feedback	You <i>would</i> be informed about the reply of the respondent.	Free	Within five working days from the date of receipt
Mediation	Upon examination of the available evidence; and where it is deemed an appropriate remedy, we will facilitate negotiation(s) between the complainant and the respondent. <b>(Section (7) (1) (b) (i) of the Ombudsman Act, 1997)</b>	Free	Within twenty working Days upon receipt of Reply
Investigation Report	Where your complaint cannot be resolved through contacts or mediation, we <i>will</i> investigate fully and write a report on our findings with recommendations for remedial actions. A report <i>will</i> be forwarded to the head or minister responsible for the agency you complained against. <b>(Section (7) (1) (b) (ii) of the Ombudsman Act, 1997)</b>	Free	Within thirty working days from the date you were notify of the investigation
Follow-up on Investigation Report	We will engage the head/the board/the minister responsible for the department investigated on our report to ensure compliance with our recommendations. <b>(Section (13) (1) of the Ombudsman Act, 1997).</b>	Free	Continuous
Letter to the President about a Complaint	Where the department fails to comply with our recommendations; and where it is deemed as the only option left to resolve the complaint, the Ombudsman will write to HE the President for necessary action. <b>(Section (13) (3) of the Ombudsman Act, 1997)</b>	Free	Within one year from date the report was forwarded to the Head or Minister.
Report to Parliament about a Complaint	Where HE the President could not act on a report forwarded to him within 90 days, the Ombudsman will refer the matter to the Speaker of Parliament for necessary action. <b>(Section (14) of the Ombudsman Act, 1997).</b>	Free	After three months from the date the report was forwarded to the President

#### Head Office:

5th Floor, 43 Siaka Stevens Street,  
Freetown.

Phone No: +232 76 826484/+232 78 585748

#### Regional Offices:

Bo: 20 Baima Road. Phone No: +232 76 844558

Kenema: 1 Supui Street. Phone No: +232 76 844762

Makeni: 24 Rogbaneh Road. Phone No: +232 33 202372

Email: [ombudsman\\_sierraleone@yahoo.com](mailto:ombudsman_sierraleone@yahoo.com)