

The Ombudsman helps the community in its dealings with government agencies.

We handle complaints against government agencies and conduct investigations and inspections. We also encourage good administration by giving feedback to agencies, and initiate our own investigations where we see the need.

Independent and impartial, we focus on fairness for all.

The Ombudsman is an 'Officer of Parliament', which means we're appointed by Parliament and independent of the government of the day.

There can be more than one Ombudsman at a time. Each Ombudsman has the same powers and functions.

Contacting the Ombudsman

Free phone: 0800 802 602

www.ombudsman.parliament.nz

Email:

info@ombudsman.parliament.nz



Post:

PO Box 10152, Wellington 6143

Fax:

(04) 471 2254

Office enquiries:

8:30am to 5:00pm Monday to Friday

Wellington

Level 14, 70 The Terrace, Wellington 6143

Auckland

Level 10, 55-65 Shortland Street, Auckland 1010

Christchurch

545 Wairakei Road, Harewood, Christchurch 8053

Other Ombudsman leaflets include:

Making complaints about government agencies, Making or complaining about requests for official information, "Whistle-blowing"; a guide to the Protected Disclosures Act, Making complaints about prisons, Monitoring places of detention, and Fair treatment for people with disabilities.

Ombudsman

Fairness for all

The Ombudsman: who we are



Office of the Ombudsman
Tari o te Kaitiaki Mana Tangata

What we do - the roles of the Ombudsman

Investigating state sector administration

The Ombudsman deals with complaints from people who feel they've been treated unfairly by a state sector agency. The Ombudsman can also investigate the conduct of state sector agencies without receiving a complaint.

Investigating and reviewing decisions on official information requests

The Ombudsman investigates complaints from people who are unhappy with how a Government Minister or state sector agency has handled their request for official information.

Advice and guidance on 'serious wrongdoing'

The Ombudsman provides advice and guidance to employees who want to make protected disclosures ('blow the whistle') about serious wrongdoing in or by their organisation.

Monitoring places of detention

The Ombudsman visits places of detention including prisons and court cells, immigration detention facilities, health and disability places of detention, child care and protection and youth justice residences. The Ombudsman makes recommendations to improve the conditions of detention and treatment of detainees.

The Disabilities Convention

The Ombudsman is one of three independent mechanisms monitoring implementation of the United Nations Disabilities Convention. The other mechanisms are the New Zealand Convention Coalition and the Human Rights Commission.

Other roles

The Ombudsman provides advice on legislation, policies and processes, and offers training to state sector agencies.

We also conduct outreach work with individuals and communities to build awareness of the Ombudsman and what we do.

What is the state sector?

The state sector covers around 4000 entities including government departments and ministries, local authorities, crown entities, state-owned enterprises, district health boards, tertiary education institutions, school boards of trustees, and Government Ministers (in relation to their decisions on requests for official information).

Talk to us

If you want to speak with one of our staff to find out more about what the Ombudsman does and whether we can help you, our contact details are overleaf.