



申訴專員公署

OFFICE OF THE OMBUDSMAN

推動良政善治

Promoting Good Governance and

促進行政公平

Administrative Fairness

申訴專員公署是根據香港法例第397章《申訴專員條例》在1989年成立的獨立法定機構，專責監察香港特區各政府部門和主要公營機構的公共行政，致力推動優良及公平的公共服務。

Established in 1989 under The Ombudsman Ordinance, Cap. 397 of the Laws of Hong Kong, the Office of The Ombudsman serves as the independent watchdog of public administration in the Hong Kong Special Administrative Region. Our mission is to oversee government departments and major public organisations, with a view to promoting quality and fair public services.



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公署的角色 WHO WE ARE

- ▶ 調查有關行政失當的申訴
Investigate complaints of maladministration
- ▶ 辨識行政體制上的不足之處
Identify administrative deficiencies
- ▶ 建議補救和改善措施，解決市民的不滿，
並改善公共行政
Recommend remedial measures to redress grievances and improve public administration



公署的職能 WHAT WE DO



- ▶ **調查申訴事宜 Investigate complaints**
調查由受屈人士提出，有關行政失當的申訴
From aggrieved persons about maladministration
- ▶ **主動調查行動 Carry out direct investigation operations**
就可能引致不公的行政失當問題，進行主動調查行動
Where injustice may have been caused by maladministration
- ▶ **調解 Resolve complaints by mediation**
就不涉及或只涉及輕微的行政失當的申訴，優先以
調解方式處理
As the default handling mode where no or only minor
maladministration is noted

監管對象 WHO WE OVERSEE

106個政府部門及法例訂明的公營機構
106 government departments and public organisations
listed in the Ordinance



三個策略性方向

THREE STRATEGIC FOCUSES

- ▶ 積極以**調解**方式有效和快速地處理市民的申訴
Enhance **MEDIATION** to effectively and swiftly resolve public complaints
- ▶ 促進**跨部門及跨機構協作** 提供高效優質的公共服務
Foster **INTER-DEPARTMENTAL COLLABORATION** to improve service delivery
- ▶ 推動**正面和積極申訴文化**
Cultivate a **POSITIVE COMPLAINT CULTURE**



組織架構

ORGANISATIONAL STRUCTURE

申訴專員 Ombudsman
陳積志先生
Mr Chan Jick-chi Jack

申訴評審及支援部

Complaints Assessment and Support Division

助理申訴專員 /
申訴評審及支援部首長
Assistant Ombudsman /
Head, Complaints Assessment and Support Division

申訴調查部

Complaints Investigation Division

助理申訴專員 /
申訴調查部首長
Assistant Ombudsman /
Head, Complaints Investigation Division

主動調查部

Direct Investigation Division

助理申訴專員 /
主動調查部首長
Assistant Ombudsman /
Head, Direct Investigation Division

聯絡我們 CONTACT US

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公署熱線 Office Hotline (852) 2629 0555

傳真 Fax (852) 2882 8149

申訴電郵 Complaint Email complaints@ombudsman.hk

查詢電郵 Enquiry Email enquiry@ombudsman.hk

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