

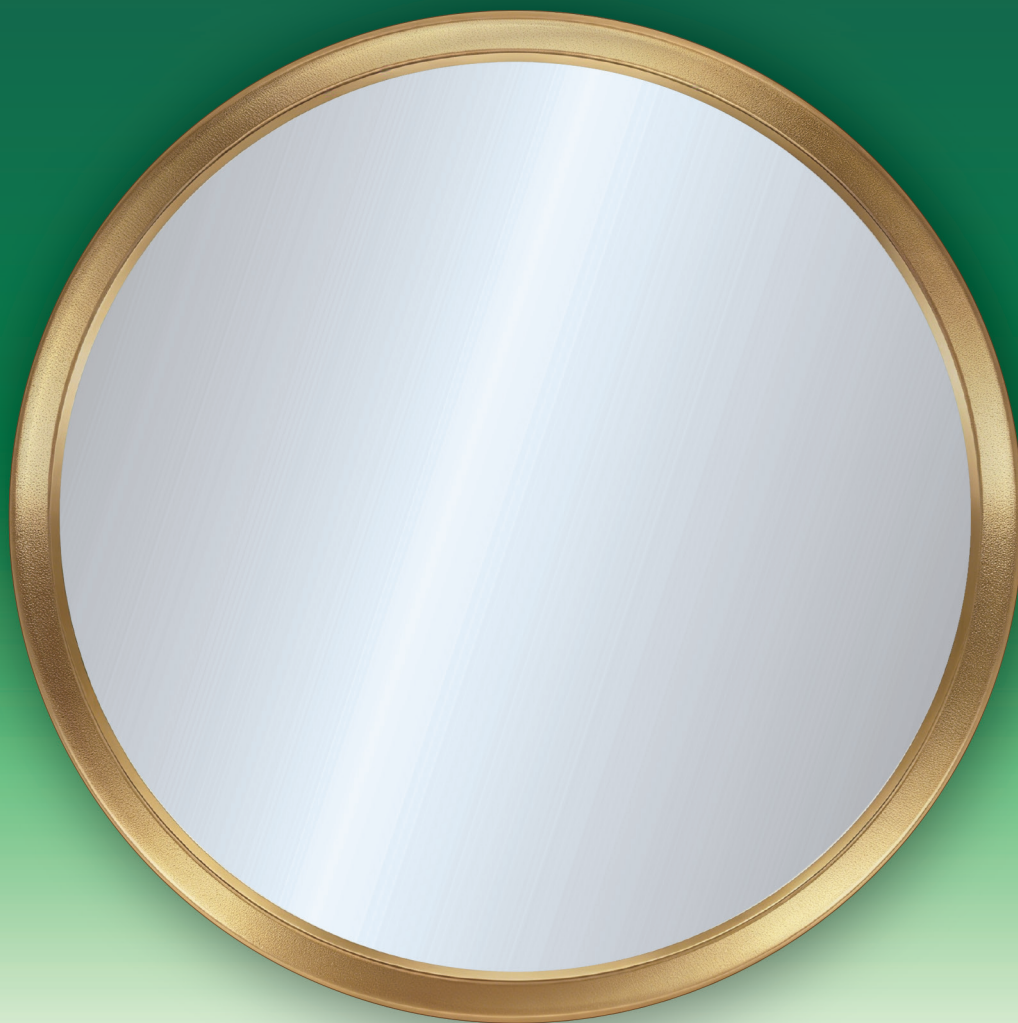


申訴專員公署

OFFICE OF THE OMBUDSMAN
中國香港 HONG KONG, CHINA

2025/26

Summary of Annual Report
of The Ombudsman



Summary of Annual Report 2025/26

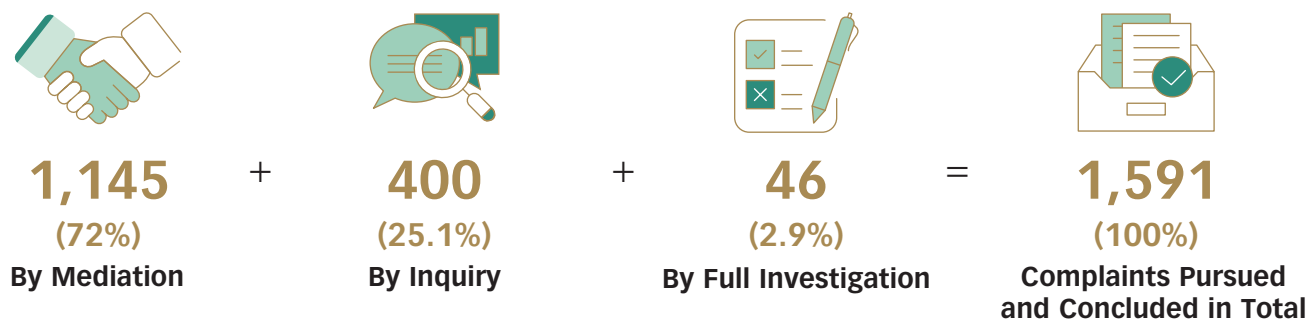
Office of The Ombudsman, Hong Kong, China

Complaint Handling and Enquiries

In the year 2025/26, we received 5,167 complaint cases, which marks an approximate 17.4% increase from last year. Together with 320 cases brought forward from last year, we had a total of 5,487 complaint cases for processing this year. We completed 5,012 of them, i.e., 91.3% of all for processing this year, and 475 cases were carried forward for handling next year.



The distribution of cases pursued and concluded by mode of handling was as follows:



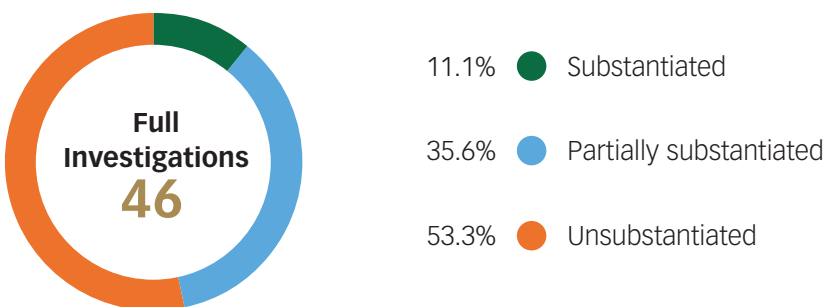
Mediation

The Ombudsman's dedicated efforts in promoting mediation resulted in remarkable achievements this year. We resolved 1,145 cases through mediation, which is more than double last year's 555 cases and accounts for 72% of the cases pursued, far surpassing all previous records. By conducting mediation, the problems and complaints raised by complainants could be resolved amicably within a short period of time. In 2025/26, the average time taken to resolve a complaint by way of mediation was 7.94 days.

Outcome of Full Investigations and Inquiries

In the year, we completed 46 full investigations, of which 46.7% were substantiated or partially substantiated. Among the 400 inquiry cases concluded, inadequacies were found in 44 (11%).

Results of Complaints Concluded by Full Investigation



Direct Investigation Operations

During the year, we completed ten direct investigation operations:

- DI/474 Respite Services for Supporting Carers of Elderly Persons and Persons with Disabilities
- DI/485 Effectiveness of Administrative Support Provided for Complaint Handling by Secretariat of Medical Council of Hong Kong under Department of Health, and Department of Health's Regulatory Role
- DI/479 Government's Work in Combating Cruelty to Animals
- DI/477 Government's Work on Landslide Prevention and Mitigation and Management of Government Slopes
- DI/480 Government's Determination of Slope Maintenance Responsibility and Risk Management of Private Slopes
- DI/483 Government's Work on Management of Countryside Facilities
- DI/488 Arrangements for Counter Services at Licensing Offices of Transport Department
- DI/481 Housing Department's Management of Public Housing Estates: Air-conditioner Dripping
- DI/487 Combating Unlawful Occupation of Government Land
- DI/476 Illegal Disposal of Construction Waste and "HoHoSkips" Recycling Service

Recommendations and Observations

The figures of our observations and recommendations made in 2025/26 are set out below:



**Total number
of observations
made:**
912



**Total number of
recommendations
made:**
573



**Recommendations
accepted for
implementation:**
100%

Re-assessment and Review of Cases

During the year, we re-assessed 211 cases, with 46 cases subsequently re-opened. Moreover, we reviewed 20 cases. Conclusions were upheld for all these cases.

Achievement of Performance Pledges

All our targets in handling enquiries, complaints, re-assessment and review of complaints were exceeded in the year.

Complaints	Service Standard	Target	Achievement
Acknowledge receipt of a complaint	Within 5 working days	99%	100% (exceed target)
Close a complaint case which is outside our statutory purview after initial assessment	Within 10 working days	90%	100% (exceed target)
	Within 15 working days	99%	100% (exceed target)
Conclude a complaint case	Within 3 months	80%	98.8% (exceed target)
	Within 6 months	99%	100% (exceed target)

Enquiries	Service Standard	Target	Achievement
Reply to a written enquiry	Within 5 working days	95%	100% (exceed target)
	Within 10 working days	99%	100% (exceed target)

Re-assessment and Review of Complaints	Service Standard	Target	Achievement
Complete re-assessment of a complaint case	Within 1 month	95%	100% (exceed target)
	Within 2 months	99%	100% (exceed target)
Complete review of a complaint case	Within 3 months	70%	100% (exceed target)
	Within 6 months	90%	100% (exceed target)

Summary of Annual Report 2025/26

Office of The Ombudsman, Hong Kong, China

Promoting Positive Complaint Culture and Encouraging Constructive Participation of Youth in Public Affairs

We publish our work results and latest information to all sectors of society through a variety of channels, widely promote a positive complaint culture and raise public awareness of our supervisory role. Engaging the younger generation and encouraging their active participation in public affairs is a key aspect of our educational and publicity work. During the year, we organised 17 talks at universities, tertiary institutions and secondary schools, and participated in seven career fairs, reaching out to more than 66,000 youngsters and inspiring them with positive values.

The Presentation Ceremony of the 28th Ombudsman's Awards was held on 18 November 2025. This year's Gold, Silver and Bronze Awards for Public Organisations went to the Housing Department, the Food and Environmental Hygiene Department, and the Correctional Services Department respectively. Other winning organisations were the Transport Department (Award on Mediation), the Drainage Services Department (Information Technology Application and Creativity Award) and 1823 Contact Centre under the Digital Policy Office (Customer Services Award). This year, the Office introduced a new Team Award and recognised ten teams, including three cross-departmental teams. In addition, 80 public officers were presented with Individual Awards.

Hong Kong International Ombudsman Academy and Advocating Maladministration Prevention

The Office has established the Hong Kong International Ombudsman Academy ("HKIOA") through flexible allocation of internal resources, without seeking additional government funding or manpower, to promote a positive complaint culture and advocate the concept of "maladministration prevention". The HKIOA marked its inauguration with a ceremony on 25 August 2025. During the year, the HKIOA was invited to visit and hold seminars for seven government departments and public organisations, and held six sharing sessions for Mainland agencies and academic entities.

Mainland and Overseas Liaison to Tell Good Stories of Hong Kong

The Office's contributions to international exchange and collaboration have earned recognition from global counterparts. The Ombudsman has taken up the position as the Director of the Australasian and Pacific Region of the International Ombudsman Institute ("IOI") and become an IOI Board Member. At the same time, he is serving as the Chairman of the IOI's Standing By-laws Committee and a member of its United Nations and International Cooperation Working Group. The Ombudsman has proactively expanded and strengthened international cooperation, telling the world the good stories of Hong Kong. In May 2025, he attended the IOI Annual Board Meeting in Morocco. As the Secretary of the Asian Ombudsman Association ("AOA"), he led a delegation to Nanjing in September 2025 to attend the Board of Directors Meeting and General Assembly of the AOA, held by the National Commission of Supervision. He also took this opportunity to sign a Memorandum of Understanding on Bilateral Cooperation with the Chief Ombudsman of Thailand.

Supporting Government Efforts to Better Integrate into and Serve Overall National Development

This year marks the beginning of the country's 15th Five-Year Plan. As the independent statutory body supervising public administration in Hong Kong, we fulfil our responsibilities with professionalism, and actively contribute to the overarching development strategies under the National 15th Five-Year Plan and the Hong Kong Special Administrative Region ("HKSAR") Government's integration initiatives. In doing so, we promote good governance and seek happiness for the public. Looking ahead, with the robust backing of the National 15th Five-Year Plan, our Office will fully support the HKSAR Government in continuously boosting international competitiveness and reinforcing Hong Kong's role as a bridge between the Mainland and the world. We aim to drive high-quality development, better integrate into and serve the country's overall development, and contribute Hong Kong's strength to building a strong country and achieving national rejuvenation.

Caseload

	Reporting year ¹				
	25/26	24/25	23/24	22/23	21/22
Enquiries	8,134	8,211	8,599	9,279	8,851
Complaints					
(a) For processing	5,487	4,984	4,979	5,951	5,626
– Received	5,167[28]	4,402[53]	4,351[146]	5,357[233]	4,934[140]
– Brought forward	320	582	628	594	692
(b) Completed	5,012[22]	4,664[52]	4,397[151]	5,323[254]	5,032[135]
Pursued and concluded	1,591	1,655[4]	2,053[8]	2,558[138]	2,739[102]
– By inquiry ²	400	1,060[4]	1,771	2,112[119]	2,432[102]
– By full investigation ³	46	40	95[7]	141[16]	92
– By mediation ⁴	1,145	555	187[1]	305[3]	215
Assessed and closed	3,421[22]	3,009[48]	2,344[143]	2,765[116]	2,293[33]
– Insufficient grounds to pursue ⁵	2,247[12]	1,805[32]	1,470[110]	1,787[85]	1,171[6]
– Legally bound ⁶	1,174[10]	1,204[16]	874[33]	978[31]	1,122[27]
(c) Percentage completed = (b)/(a)	91.3%	93.6%	88.3%	89.5%	89.4%
(d) Carried forward = (a) – (b)	475	320	582	628	594
Direct investigation operations completed	10	8	10	9	8

Notes:

- From 1 April to 31 March of the next year.
 - Pursued under section 11A of The Ombudsman Ordinance, for general cases.
 - Pursued under section 12 of The Ombudsman Ordinance, for complex cases possibly involving serious maladministration, systemic flaws, etc.
 - Pursued under section 11B of The Ombudsman Ordinance, for cases involving no, or only minor, maladministration.
 - Not pursued and closed under section 10(2) of The Ombudsman Ordinance.
 - Outside the Office's jurisdiction under section 8 or restricted by section 10(1) of The Ombudsman Ordinance.
- [] Number of secondary topical complaints.



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