

Gradual resumption of public services of the Office of The Ombudsman

To continue to help reduce social contacts and the risk of the spread of COVID-19 in the community, the Office of The Ombudsman will gradually resume more public services in an orderly manner. The Office today (March 6) announced the updated special work arrangements from March 9:

- The Reception Counter will be open from 10am to 5pm from Monday to Friday. Members of the public who wish to lodge complaints or make enquiries are encouraged to contact the Office through email, fax, hotline, voice message or online form. Face-to-face meetings with the Duty Officer or case officers have to be made by prior appointment.
- All visitors by prior appointment are required to wear surgical masks and take a body temperature check before entering the Office. Those with symptoms such as fever or cough will be advised to seek medical assistance and not to enter the Office.

The Office will review the situation regularly and prepare for full resumption of normal services when conditions permit.