

# Resumption of public services of Office of The Ombudsman

The following is issued on behalf of the Office of The Ombudsman:

The Office of The Ombudsman today (March 13) announced that the Office will resume normal public services from March 16 (Monday). The Reception Counter will be open from 9am to 5pm from Monday to Friday.

To continue to help reduce social contacts and the risk of the spread of COVID-19 in the community, 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 Duty Officers or case officers have to be made by prior appointment. All visitors with a prior appointment are required to wear a surgical mask and undergo 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 special precautionary measures will be lifted when conditions permit.