

# The Ombudsman Newsletter

Luk lo waka blo gavman



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## Office welcome New Ombudsman

The Ombudsman's Office welcomes the appointment and swearing in of the new Ombudsman at the government house on the 11th of May 2017. Mr. Fredrick Leve Fakarii is the new Ombudsman replacing Mr. Joe Poraiwai, who has completed his term in April 2017.

Mr. Fakarii is the Seventh Ombudsman in Office, since independence. Under the Constitution the term of the Ombudsman in office is five years. The Ombudsman is an independent Office.

The role and functions of the Ombudsman is to ensure public officials do the



**Sitting front row (left to right) : Talei Jacob, Cheryl Zonga, Fredrick L. Fakarii (Ombudsman), Julie Hiru, Judith Waleanisia. Middle row: Nick Osifelo, John Lau, Priscilla Melaba, Patson Tomu, Nelson Dhita. Back row: Rex Akomae, Fred Topia, Aaron Kodo, Billy Kerepiniano, James Maneforu, Fredrick Fa'abasua. Missing: Agnes Tarai, Susan Saelea, Philip Manetohua, Komatang Baia, Sammy and Festus**

right thing when carrying out their duties. The Ombudsman helps to strengthen administrative processes and procedures of public bodies when delivering services to the people. Through this, the Ombudsman can help to minimize unfair decisions by encouraging public officials and bodies to follow right procedures and processes when making a decision or before taking any action.

Prior to taking up the role of the Ombudsman, Mr. Fakarii is a retiring public servant, with 38 years of experience in the public administration. At the height of his career he served as Permanent Secretary (PS) for the Ministry of Home Affairs between 2006 and 2014. As of November 2014 he became the PS of MOFT until 30 April 2015, when he left the service at the end of his contract.

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# Ombudsman Welcome Message



**Ombudsman: Mr. Fredrick L. Fakarii (a.k.a. Fred Fakarii)**

*"Building a strong partnership between the integrity offices and the Ministry of Public Service is very important."*

**"Make your complaint count"**

I am pleased to introduce you to the first edition of the 2017 Office of the Ombudsman (OOSI) bi-annual newsletter. It has been quite a while since the last edition of the newsletter was published and my Office has decided to revive the newsletter as an important platform to educate citizens on the roles of the OOSI.

In the past years the OOSI has been operating with a limited number of staff, therefore, limiting its ability to effectively execute its role. Until recently, the Office recruited a number of new staff and introduced new unit(s) to enable the Office to operate at full capacity. As such the Office wish to assure the citizens of Solomon Islands that priority areas of focus has been identified to further enhance the work of the Office in the next five years, one of which is better complain handling system.

Better complaint handling system is a mark of good government. This involves providing citizens' with adequate information on the procedures for lodging complaints and making sure that responsible Ministries and Departments are committed to listen, understand, help and address complaints where necessary. Better complaint handling system will surely provide benefits to the public by engaging citizens to contribute to the improvement of public services and trust on the government. Thus, OOSI is working closely with relevant government institutions to develop an easy and accessible com-

plaint handling system to serve best both the public and government officers.

In addition, the Ombudsman's Office will step up its awareness and advocacy work to boost citizen's better understanding of the role of the Ombudsman. It is unfortunate that although the OOSI is established to protect the interest of citizens, it is also evident that many still have not fully understand and appreciate the important service the Ombudsman has been providing to the people of Solomon Islands.

Equally important, the Ombudsman Office, as another integrity institutions, sees its contribution to that of others towards finding solutions to the troubles faced by the public sector as very critical. Building a strong partnership between the integrity offices and the Ministry of Public Service is very important. These institutions should immediately find time to sit and take stock of what is functioning well and what is not and take the appropriate action. Inconsistency in decisions made by responsible persons, be it within the same Ministry or between different Ministries is an evidence of differences in the interpretations of provisions in the laws and regulations currently used by individual responsible officers. On many occasions those decisions may have been made based on different versions of the relevant legislations and or regulations. Hence an immediate action to up-date these important management

and administrative instruments is a must.

Inconsistency in decision making based on outdated legislations and regulations, plus differences in the interpretations lead to injustice. It is evident that while the only gazetted copy of the General Order is the 1986 version, most Ministries are in possession of the un-gazetted version of 2007. The 2007 version is the revised copy of the 1986 General Order version. However, it was never been gazetted. It is also important for all government ministries to make use of the advisory service provided through the Office of the Attorney General. It is evident that most ministries are not using it.

There is also an urgent need to explore the functionality of the different processes currently used in the public sector, some may be very old and some may only been recently developed. However, regular evaluation and review of these systems is necessary to ensure they are fulfilling the purpose for which they were established.

The Ombudsman Bill, Anti-corruption Bill, and the Freedom of Information Bill are very important bills which the Ombudsman believes will effectively enhances its role as an integrity institution.

Finally, the Office of the Ombudsman of Solomon Islands (OOSI) wish to thank RAMSI for Restoring Law and Order. The OOSI is a direct beneficiary of the RAMSI Public Sector reform program.



# The Investigation Unit

## Investigation Unit structure

One of the units within OOSI is the Investigation Unit. This unit is managed by the Director of Investigation (DI), and who is responsible for the coordination of all the unit's activities. The DI is assisted by the Principal Investigation Officers who supervises and manages the day to day operation of the Unit.

In 2017, the Investigation Unit has an approved establishment of ten (10) staff including the Director's position. So far a total of eight positions had been filled with two that are still vacant.

The Unit is further divided into two teams comprising of mostly senior investigation officers.

## Investigation Teams

The RAPA- (Receipt and Preliminary Assessment) Team is responsible for

receiving and assessing complaints lodged to the Ombudsman's Office from members of public.

The second team is the CIRT- (Complaint Investigation and Resolution Team). CIRT is responsible for the investigation of all complaints that falls within the Ombudsman's jurisdiction and that is approved for investigation.

## Investigation reports

The Investigation Unit of OOSI performs the traditional role of the Ombudsman and does the bulk of Ombudsman Office related work. In so doing, the Unit's role is to conduct investigations into complaints received from members of the public, and investigate systemic issues identified and approved by the Ombudsman that has a wider administrative implications.

## Own Motion Investigation (OMI)

Section 5 (c) of the Ombudsman Further Provision Act 1981 stated that the Ombudsman can also investigate base on his 'Own Motion'.

A self-initiated Investigation (OMI) is usually prompted by serious of systemic issues, where the Ombudsman thinks his intervention has the potential to result in wider administrative improvement. Depending on the nature of the issue, own motion investigations are at quite expensive, timing consuming and costly.



**SIO, Komatang Baia, Legal Officer Talei Mali, Premier Peter Ramohia, Research officer Rex Akomae and SIO, Fred Topia in Auki, 2016.**

*"Section 5 (c) of the Ombudsman Further Provision Act stated that the Ombudsman can also investigate base on his 'Own Motion'."*

# Own Motion Investigations, OMI

Since 2010 , OOSI through the Investigation Unit has embarked on a number of Own Motion Investigations. These major investigations have resulted in reports being produced with recommendations forwarded to SIG ministries and agencies for remedial actions to be taken for improvements. Some of those investigations includes:

- \* Investigation into the Choiseul Provincial Government Mismanagement of funds in 2006/2007 and finalized in 2010.
- \* Investigation into the Educa-

tion Systemic issues, 2010.

\* Investigation into the Honiara Services Act (SIEA, SIWA, MID& IRD Issues of Licenses.

\* Investigation into the welfare and the issues of Auki Correctional Centre, 2015.

\* Investigation into the welfare and other issues of the Kilu'ufi Psychiatric Mental Hospital.

Other OMI that have recently been completed includes the;

- \* Investigation into SIG Scholarship award 2016, and
- \* Investigation into the Malaita Provincial Government illegal

borrowing 2016.

Final reports of these investigations are now with relevant agencies to implement the recommendations made in them.

Furthermore, currently, there are two active OMI in progress. They are related to the Long and Dedicated Services Benefit (LDBS) of the Public Service and Timber Rights Hearing and Issuing of Logging Licenses.

Noted that these investigations has not been made public and is treated as confidential. They only become public documents after being table in Parliament.



**OOSI staff interviewing Official from MEHRD, 2014**



# The Legal Service Unit



**Mr. Nelson Dhita taking his Oath, as Director Legal Service in front of former Ombudsman, Mr. Joe Poraiwai, 2015**

For some years after the last local legal counsel exited OOSI, the Office had operated without any legal officer until December 2015. A local lawyer was transferred from the DPP Office to the Office of the Ombudsman to hold the position of Director of Legal Services. The Director began official duties at the OOSI in January the following year.

In July 2016, the unit was joined by yet another local legal officer - Ms. Talei Jacob Mali - who completed her law studies and training in PNG in 2015.

OOSI now currently has two legal officers providing legal support to the Office.

The Legal Unit has assisted the OOSI in providing legal advice and/or opinion in a number of

different areas—these include issues that were brought to the Unit’s attention by the Ombudsman, investigators or any other OOSI staff or relevant issues identified by the unit itself.

As of early 2016 the unit also rendered advices/opinions on a number of important national issues that included those highlighted below.

*“The Legal Unit has assisted the OOSI in providing legal advice and/or opinion in a number of different areas.”*

## A. Law/Policy Reform 1. Ombudsman Bill 2016

The Unit have liaised with the Attorney-General’s Chambers in addressing legal matters pertaining to the drafting and finalisation of the Ombudsman Bill 2016

for Cabinet’s approval and introduction into Parliament.

The Bill has been passed by Parliament.

Significantly, the Bill seeks to give effect to the Constitutional independence and mandate of the Office of the Ombudsman in a more improved manner; ensure there is continuity in the function of the Ombudsman even in cases where the position of the Ombudsman is vacant; ensure there is more responsiveness on the part of prescribed persons and bodies in relation to implementing the recommendations of the Ombudsman; and provide more transparency, accountability and protection from arbitrary and unfair decisions by prescribed persons or bodies against citizens and residents of Solomon Islands.



**Provincial Participants during the consultation workshop held in Gizo on the Ombudsman Bill in 2015.**

## 2. Freedom of Information Policy and Rights to Information Legislation

The Unit had also worked along with a consultant in the scoping survey leading to the drafting of a draft Freedom of Information Policy and a draft Right to Information legislation (RTI). These draft documents are already in place but pending some administrative formalities before they can be further progressed. The draft policy and draft

RTI legislation are aimed at ensuring there is a more transparent and open government, hence encourages maximum disclosure unless there is an overriding risk of harm to a legitimate public or private interest.



**Sitting Front Row (left—right): Patson Tomu, Judith Waleanisia, Aylair Livingstone (Attorney at law), Nelson Dhita**  
**Standing back row: Cheryl Zonga and James Maneforu**



*“The draft policy and draft RTI legislation are aimed at ensuring there is a more transparent/open government”*

### B. Consultations and workshops

The unit is sometimes directed by the Ombudsman to attend certain consultations, workshops or meetings the Ombudsman deems necessary for the involvement of the unit. Some of the local consultations, workshops, or meetings are:

1. Procurement Rules and Regulations under the PFMA 2013 held on 6 July 2016 in Honiara (Finance Building);

2. Consultation by Ministry of Foreign Affairs & External Trade (MFAET) on Human Rights issues in Solomon Islands. This was held 6 October 2016 in Honiara (Isaac Qoloni leaf hut);

3. Consultation by MPS on section 22 (Responsibilities of Responsible Officers) and Part 6 (Conduct) of the draft Public Service Bill. Held on 23 March 2017, MPS Building, Honiara;

4. Meetings of the National Advisory Committee on Children (NACC) chaired by the Ministry of Women, Youth and Children Affairs (MWYCA).

The OOSI's Legal Unit from time to time rendered

legal advice or opinion on important matters brought to their attention, and in so doing plays a vital role in the way the OOSI perform its functions to serve the citizen of the Solomon Islands.



**OOSI staff during one of the workshop held at the Jina's conference (Honiara), in a group discussion.**

*“Consultation by Ministry of Foreign Affairs & External Trade (MFAET) on Human Rights issues in Solomon Islands”.*

# The Governance Unit



**Director of Governance Unit (center), Fredrick Fa'abasua, chatting with two staff from IPAM (far right) and SI Postal Corporation (left)**

The Ombudsman's Office major restructuring exercise that started in 2015 had seen the creation of the new Governance Unit in 2016. The establishment of the governance unit have added to the number of the existing units the office currently has, namely the Investigations unit, the Legal Service Unit, and the Corporate Service Unit.

The new Governance unit is manned by the Director whose role is to oversee the governance issues relating to the role and functions of OOSI.

Under the Director of Governance are the Principal Research and Principal Training and Public Relations Officer (PTPRO). The Research Officer's responsibilities would be to conduct re-

search for OOSI, whilst the PTPRO is responsible for the training needs of OOSI staff and to promote the role of OOSI. The PTPRO is assisted by the Senior Training Officer.

Currently the PTPRO post is vacant, after the substantive post holder was promoted to the new responsibility as Director of Governance.

## OOSI Completes Survey with SIG ministries and agencies

*"The aim of the survey is to establish whether HR officers are aware of their role in terms of how issues raised with and against the ministry can be addressed"*

In 2015 the Office has decided to conduct a survey into the Complaint Handling mechanism of the SIG public service. The aim of the survey is to establish whether HR officers are aware of their role in terms of how issues raised with and against the ministry can be or are addressed.

The survey was based on the growing number of complaints the Office continues to receive from the public against the public service. These are on administration issues the Office thinks are best dealt with at the ministries and agencies level instead of seeking remedial action from the Ombudsman.

The survey was conducted with the twenty four (24) SIG ministries, except for the Ministry of Mines, Energy and Rural Electrification due to non-response. Also, the survey was conducted with the 9 different provincial government administrations that include the Honiara City Local Government. Renbel provincial administration was excluded due to the political infighting at the time when the survey was conducted, and which had affected the provincial administration.

The target group for the survey are the HR (corporate services) and registry divisions, although this is not limited to them only. For some

ministries they have decided to include the permanent secretaries, under secretaries and other senior staff of the ministry. Hence, the Office wishes to thank all participants for your time and contributions to this survey.

The survey has found that although the public service has a process to deal with complaints this is only limited to employment issues. There is an absence of any standard mechanism in-place to deal with complaints from members of the public. The absence of such a system may have given rise to people's negative perception on the government policies and service delivery as observed.



**Director Investigation, Mr. James Maneforu (far left) presenting on the Survey Report to workshop participants, 2016).**

## OOSI conduct Complaint Handling System (CHS) Workshop



Following the successful completion of the CHS survey in 2016, the team within the Office has produced a report that contains key findings and recommendations.

These findings and recommendations are important for ministries and agencies to be aware of so that collective action can be taken to work on ways to address the issues identified.

As such, a two-half day of workshop is organised for the 24 SIG ministries at the Heritage Park Hotel for permanent secretaries, undersecretaries and human resource managers. The workshop was held on 11 and 12 May 2017.

The turnout during the first day was encouraging but not for the second

day. Participants who have attended the workshop have voiced their support for the need to urgently work with the Ministry of Public Service (MPS) to come up with a standard complaint handling system that line ministries can use to help them deal with issues raised as complaints.

Participants also call for the need for HRM's to be well aware of their role within the public service.

In general there is an overwhelming support for the Office to take the leading role to work with the MPS and the rest of the ministries to try and address the issue. The workshop was organised by the CHS team and the Governance



**Rex Akomae delivering a presentation on the survey findings to public officials of the Makira/Ulawa provincial government in Kirakira.**

Unit of the Ombudsman's Office. Also, the ongoing support provided by the legal team during the workshop was paramount to the successful discussions attained during the workshop.

*“ Ministry of Public Service (MPS) to come up with a standard complaint handling system that line ministries can use to help them deal with issues raised as complaints”.*

### Provincial Tours

The Office through the Governance unit has successfully coordinated a major provincial tours to most of the provincial headquarters from 24 May to 16 June 2017.

Taro (Choiseul) Gizo and Munda (Western), Buala (Isabel) Auki (Malaita), Tulagi (Central Islands), Kirakira (Makira/Ulawa) and Lata (Temotu) were visited.

The aim of the tour is to

\*Liaise with Provincial Education Authorities and issue publication materials to teachers through their EAs

\*Assess the Complaint Aerogram Form initiative with post masters/ mistresses.

\* Investigate outstanding complaint cases with provincial authorities.

\* Present Complaint Handling System (CHS) survey report findings and recommendations to provincial authorities.

During this period, different teams were sent out to each provincial headquarters to implement each task, which they have done exceptionally well. A report on this tour has been produced for the Office future reference.

*“If something is wrong, speak up”*

# The Corporate Service Unit

The Corporate Service Unit of the Office of the Ombudsman (OOSI) is responsible for the general administration, recruitment of new officers and in looking after the well-being of officers.

In 2016 the OOSI through the Corporate Service Unit had recruited an additional five new staff members. Out of the five posts advertised, three were newly created posts while the other two were existing ones.

Mr. Fred Sean Topia joined the Office to fill the existing Senior Investigation Officer position which was left vacant while Mr. Nick Osifelo replaced Late Jay Waura's position as the new Principal Administrative Officer. Mr. Rex Akomae filled the new post of Principal Research Officer while Miss Talei Mali Ja-

cob was taken on-board as the Legal Officer.

Later on in the year, we were glad to have Mrs Priscilla Melaba join us as the Office Receptionist to serve both the Ombudsman's Office and the Leadership Code Commission. Front desk.

The newly created post of Director Governance was also filled by Mr Frederick Fa'abasua who received an accelerated promotion to take up that position.

The Office currently has three vacant posts of which two were already advertised.

The OOSI Executive meets on a monthly basis to make and maintain strategic action for the



**OOSI Director of Corporate Services, Mrs. Judith Waleanisia, inside her Office, 2017.**

Office. This is where and when all the heads of Units and the Ombudsman come together to discuss major issues which arise and also continue to steer the Office in the right direction based on SIG policies and laws. It is the decision-making body of the Office.

Staff meetings are usually held once a month to update staff on current and upcoming issues and other pressing matters which any staff member wishes to raise. Reminders and guidance are offered to staff in such meetings.

Finally, a new security house has recently been built in front of the Isaac Qoloni House to serve the OOSI and LCC fulltime security employees.

*"The OOSI Executive meets on a monthly basis to make and maintain strategic action for the office".*

**Do you have a problem with a Government Ministry or Agency? Do you feel that you have been unfairly treated?**

**Come and see us at our office or you can email or call our telephone lines (see back page for contact details)**



**From left-right: Nick Osifelo (PAO), Billy Kerepiniano (PIO) and Rex Akomae (PRO) at the OOSI staff meeting, 2017**



# Ombudsman brochures and booklets

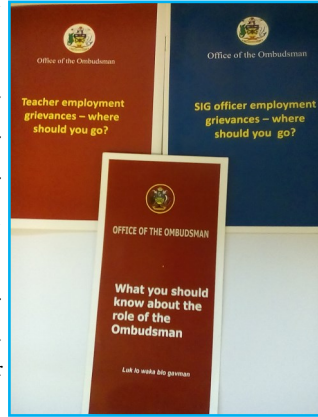
Understanding the process to lodge a complaint, and knowing the right authority to lodge your complaint to is very important for any organization that delivers services to the public.

In the past years, the OOSI through its Complaint Handling Management System has recorded an increasing trend in complaints that are mostly from public servants and teachers. This points to the lack of understanding of the processes through which complaints or grievances can be lodged. This trend has caused a

serious backlog of cases, which OOSI had for some time try to resolve with its limited manpower.

Taking the initiative to address the problem, OOSI had come up with two booklets and a brochure as part of its promotion and awareness

to explain the employment related grievance processes that public servants and teachers need to follow when they have a complaint against their respective authorities.



**OOSI Booklets and Brochure**

The booklets and brochure were distributed to these two target groups during the OOSI provincial tours and through OOSI sessions, in know your public services course offered through IPAM.

The booklets and brochure are also available through the Isaac Qoloni House reception area for the public to access.



"CMS is basically used to track the progress of case files that an Officer is handling and the associated formal enforcement action, the office is pursuing".

# Complaint Management System

The Ombudsman's Office for the first time developed an Electronic Complaint Management System (CMS) to register and handle complaints received from the public.

The CMS is part of the Record Management System employed by the Office to keep records of the work of the Ombudsman.

The CMS is basically used to track the progress of

case files that an officer is handling and the associated formal enforcement action, the office is pursuing.

Prior to the development of the electronic Complaint Management System, the Office only maintains the complaint register book which manually records all details of complaints coming in and out of the OOSI.

Now that the CMS is operating, accurate information about how many case files were investigated, closed or in the reporting stage are all at the press of a button.

**Below is a Snap shot of the Complaint Management System (CMS) OOSI is currently using to capture registered complaints from the Public.**

Sort Number	Case File Number	Weeks open	Days before next check-up	Weeks in current status	Date Received	Status
15	268/08/07	573.14	-15.00	129.43	03-Aug-06	Investigation
16	01/01/12	35.86			05-Jan-12	Closed (separate red file)
17	02/01/12	132.43			05-Jan-12	Closed (separate red file)
18	03/01/12	139.86			05-Jan-12	Closed (separate red file)
19	04/01/12	138.14			05-Jan-12	Closed (separate red file)
20	05/01/12	142.14			05-Jan-12	Closed (separate red file)
21	06/01/12	135.71			05-Jan-12	File lost
22	07/01/12	142.14			05-Jan-12	File lost
23	08/01/12	135.71			05-Jan-12	File lost
24	09/01/12	28.86			05-Jan-12	Closed (separate red file)
25	10/01/12	138.14			05-Jan-12	Closed (separate red file)
26	11/01/12	28.86			05-Jan-12	Closed (separate red file)
27	12/01/12	135.71			05-Jan-12	Closed (separate red file)
28	13/01/12	135.71			05-Jan-12	Closed (separate red file)
29	14/01/12	138.14			05-Jan-12	Closed (separate red file)

# The Kilu'ufi Psychiatric Mental Unit Report

The Ombudsman's Office is happy with efforts taken

by responsible authorities to implement the recommendations made following a visit to Kilu'ufi Psychiatric Mental Unit

(KPMU) on 10 September 2015 by a three man team from the Office. The KPMU was established to care for and rehabilitate patients who are admitted to the facility. Mental Health treatment is governed in Solomon Islands by the Mental Treatment Act, and where the operation of the KPMU is subjected to. The KPMU is located in Auki, Malaita Province.

The tour was conducted informally with the assistance and full cooperation of the local KPMU staff. During the tour the team held an informal meet-

ing with the KPMU staff to discuss any concern that they had. Secondly, the team inspected the KPMU facilities including the patient's quarters, the shower and toilet block, the kitchen and the general condition of the Unit.

During the tour the team discovered that the KPMU is facing some difficulties and that some of these are serious. The areas of concern are related to staff establishment and skills trainings, maintenance and hygiene, budget constraints, referral progress not practical, and lack of consideration for patients' diets.

As a result of these findings, the Ombudsman Office made a number of recommendations that includes the need to provide adequate budget for the operation of the KPMU; priority trainings on required skills be planned and given to the KPMU staffing; the need for a dietician to be posted at KPMU and budget for food to increase to cater for the special needs. Also, the recommendations include the need for maintenance of the unit and a review to be con-

ducted on the process for admission and release of patients. Also a psychiatrist should be recruited and stationed at KPMU to immediately deal with the admission and release of the patients to and from the facility.

Immediately after receiving the recommendations the management of KPMU and the Ministry of Health and Medical Services has taken steps which resulted in the renovation and maintenance of the unit.

Also, the MHMS with KPMU management have decided to incorporate a special unit to be part of the planning for the New Referral Hospital to be established in Honiara.

Further to that, budget allocations have improved with KPMU staff now taking up skills training base on an agreed staff development plan with the ministry.

This shows the positive working relationship that other government departments and offices can stand to benefit from when working with the OOSI. The Office would like to encourage and see similar efforts with others agencies in the future.



*“The areas of concern are related to staff establishment and skills trainings, maintenance and hygiene, budget constraints, referral progress not practical, and lack of consideration for patients' diets”.*



**State of the unit when visited in 2015**

# Outreach and awareness

The Ombudsman's Office has continue to reach out to communities in educating citizens about the role and functions of the Ombudsman. Since the creation of the training and publicity unit in 2006 numerous awareness and outreach programs have been conducted with government ministries, schools and communities.

In 2016 and early 2017



**Patson Tomu giving a presentation at New Place Provincial Secondary School, Tingoa, Renbel Province—2014**

On 24 August 2016, the Office send a team to attend the Education Authorities Conference that was held in Auki. During the conference heads of Education Authorities (EAs) were reminded of their role as EAs and how they should deal with complaints from their employees, who are mostly teachers.

The Ombudsman's Office presentation has help EAs to understand their role even more better. Also, following the Auki Conference, the Office was again invited to give a presentation to EAs on 'Teacher disciplinary process' on 5 April 2017 at the EA's workshop that was held at the SIBC Conference room in Honiara. During the OOSI's team presentation

the Teacher Complaint Handling process booklet which the Ombudsman's Office had developed was issued out to all EA representatives who have attended the workshop.

Turning to community outreach, on 10 March 2017, the Office was invited by the Solomon Islands Development Trust (SIDT) to accompany its team that attended the Faumamanu Village Forum in East Kwara'ae, Malaita province. During this forum the Office through its officer had help people to understand the role and functions of the Ombudsman's Office. In response, the community leaders who organized the Forum were delighted to have the Ombudsman's Office representative present at the program.



**Teachers Complaint Process booklets and brochure**

the Ombudsman's Office has continue to be featured in the Public Service IPAM course—'Knowing your public service'. This is an important platform through which the Office continues to educate newly recruited public servants about its role and functions.



**Senior Investigation Office, Aaron Kodo, during an awareness program—2014 in Renbel**



*The Ombudsman's Office presentation has help EAs to understand their role even more better.*

## Staff Profile

**Name: Fredrick Leve Fakarii (a.k.a. Fred Fakarii)**

**Title: Ombudsman**



ombudsman

- Will listen
- Won't take side
- Service is free
- Will give you a fair go

*"Prior to taking the appointment as Ombudsman, Mr. Fakarii, has served in the public service for 38 years."*

Province of  
**Origin:** Malaita/  
Northern region and is  
sixty one (61) years old.

**R e l i g i o n /**  
**denomination:** South  
Seas Evangelical  
Church (SSEC)

**Education back-**  
**ground:** - Bachelor of  
Arts Degree from the  
University of the South  
Pacific, in Manage-  
ment and Public Ad-  
ministration.

**Work experience:**  
Prior to taking up the  
appointment as Om-  
budsman, Mr. Fakarii,  
has served in the pub-



lic service for 38 years.

Mr. Fakarii started his  
career as a public serv-  
ant in 1976, as a Per-  
sonnel Clerk within  
the Ministry of Educa-  
tion and Training.  
Since then Mr. Fakarii  
has hold numerous  
senior positions in a  
number of government

ministries and depart-  
ments, right up to the  
position of Permanent  
Secretary for the Minis-  
try of Finance and  
Treasury in November  
2014 to April 2015.  
Before that, he was al-  
so PS for the Ministry  
of Home Affairs from  
2006–October 2014.

## For more information you can contact the Office through:

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**OR VISIT US AT:** ISAAC QOLONI HOUSE