



The Gibraltar Public Services

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# Ombudsman

*'I had lost all faith in myself because of my problems. I did not believe anyone could help me, but thanks to you I now know that there is someone who does care about things that happen to people'*

The masculine form is used in this text to designate both male and female, where applicable.

Front cover quote (see Page 4)



March 2007

The Honourable Peter Caruana Q.C.  
Chief Minister  
Office of the Chief Minister  
No. 6 Convent Place  
Gibraltar

Dear Mr. Caruana,

It is an honour for me to present the Public Services Ombudsman's seventh annual report. This report covers the period 1st January to 31st December 2006.

This report has been prepared in accordance with the Public Services Ombudsman Ordinance 1998. It contains summaries of investigations undertaken and completed during this period together with reviews and comments of the most salient issues of this last year.

I have introduced this new format so that it will be much more widely available than hitherto. It is my intention to circulate this report as widely as possible.

The Report includes a separate Annexe which contains the investigations which we have completed during the year 2006.

Yours sincerely

**Mario M Hook**  
**Ombudsman**

## FRONT COVER QUOTE

Every year, we search books of reference and sites in the internet to select a number of quotes that would be appropriate to print on our front cover. The quote must be in keeping with the work of the Ombudsman and inspirational.

In the past the quotes used have been from well known persons of international standing such as Nelson Mandela. This year, we carried out our research and, as usual, chose a few quotes that would be appropriate to print in our front cover. In the end, however, I found, what in my opinion is an appropriate and inspirational quote which, instead of coming from a well known person, is attributed to an anonymous user of the services provided by the Ombudsman in Gibraltar.

This anonymous respondent to our Satisfaction of Service Survey wrote:

*'I had lost all faith in myself because of my problems. I did not believe anyone could help me, but thanks to you I now know that there is someone who does care about things that happen to people'*

When I read these words, I was deeply touched and they encouraged me to continue to perform my work to the best of my ability.



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## **BREAKDOWN OF COMPLAINTS**

Complaints/Enquiries received by Govt Dept/Agencies in 2006	18
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## **RECOMMENDATIONS (PART I)**

### **COMPLAINTS (%)**

Complaints received by Govt Dept/Agencies in 2006 (%) in 2006	27
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### **ENQUIRIES (%)**

Comparing enquires received by Govt Dept/Agencies in 2005-2006	27
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## **QUALITY OF SERVICE**





























































































