

■ Flow from reception to result ■

1 Reservation for interview

↓
The office staff will hear outline of the filing complaint.

2 Interview with the Ombudsman

↓ [MM DD : ~ about 30 min.]
The ombudsman will hear details from you about background and contents of the complaint. (office staff also will be present.)
※The complaint may be judged as 'out of scope'.

3 Start of investigation

↓ The ombudsman will investigate the related facts with the relevant agencies and the private welfare businesses based on the filed complaint.

FY2019 Record:
About 60 days after interview

4 Send Investigation Results



① When determined there is no fault in the relevant section of the city, etc., the investigation shall be finalized with a notice stating a view to that effect.

②When judged the improvement is necessary.

Express Opinion	Recommend Correction
When determined that not illegal or unjust, but there is a room for improvement, <u>Notify the opinion and close the file</u>	When determined illegal or unjust, and the improvement is necessary, <u>Request for a corrective measure is made.</u>
The city, etc. are obligated to make efforts to improve.	The city, etc. are obligated to report the improvement measures.

5 Send out Corrective Action Report

Confirm and notify the improvement, and end the investigation with the notice.

Introduction of The Comprehensive Ombudsman

"Ombudsman" is a Swedish word meaning an "agent/advocate".

In Tama City, currently, two comprehensive ombudsmen are in positions to investigate complaints filed by the citizens.



Norio Moriyasu
Appointed on 1st of April, 2019 (Lawyer)



Akiko Takeuchi
Appointed on 1st of April, 2021 (Lawyer)

Tama city mayor appoints the person(s) having administrative and legal expertise to the position, with the consent of the city council.

Tama City Ombudsman Office

〒206-8666

Tama City Sekido 6-12-1

Telephone 042-338-6809 (direct)

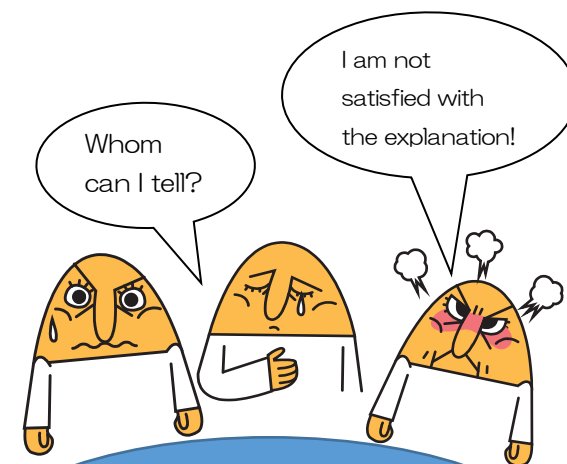
F A X 042-338-6805

Tama City Official Website

<https://www.city.tama.lg.jp/>

Revised in April, 2022

Comprehensive Ombudsman System



Your Voice
to the Ombudsman

TAMA City
April, 2022

■Tama city comprehensive Ombudsman System

The Ombudsmen listen to your dissatisfaction and complaints against the city administration, etc., and **check and judge on a fair and neutral standpoint** on your behalf.

And, in necessity, “Advise to correct” the illegal or unjust acts, “Express opinion” to improve the system, and so forth are done. This constitutes a system for easy and quick improvements against the complaints.



The Ombudsman shall enhance citizens' confidence in the city administration, and contribute to improve services to citizens.

■Subjects of the Complaints

① All executive body operations of Tama city and the acts of staffs involved in the operations are covered.

Example 1: You could not have the appropriate services because of misleading or insufficient explanation of the corresponding staff members.

Example 2: I was asked to return the government welfare payment, but I am not satisfied with the explanation.

② The complaints against the welfare businesses, who appreciate the system and promise to cooperate the investigation by the Ombudsmen, are also covered.

Example 3: You are not satisfied with service contents, correspondences of the welfare businesses.

- You are not satisfied with home services like the helper dispatch, etc.
- You are not satisfied with institutional services at special nursing home for the aged, etc.

■Those who can file a complaint

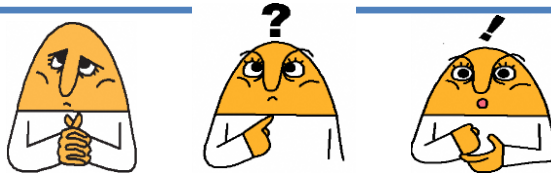
Other than the citizens having interests in the complaint, the residents of other municipalities, foreigners, corporations, other organizations, and even minors are eligible to file a complaint.

Further, it is possible to file a complaint by an agent such as a family member, so that this system can be used by the handicapped and the elderly.

■Check if it is under a subject scope!!

It is eligible to file, if your complaint meets all of the followings.

- Acts and behavior related to Tama city's operation and staff, Or services and behavior of the private welfare businesses
- Having interests in the complaint contents
- Within one year from the date the case occurred
- Not among the following ineligible cases to file



■Cases ineligible to file

- 1 Matters finalized in a trial, etc. or matters pending in a trial, etc.
- 2 Matters, whose complaints have been processed and have been finalized.
- 3 Matters, which are classified to be handled by the appeal agencies established by law, etc.
- 4 The complaints and requests of general taxpayers, such as “Waste of tax” and “Build a facility ○○”. (Matters, with which the complainants themselves do not have direct interests)
- 5 Matters related to working conditions and treatment of the city staff

■How to file a complaint

First of all, please contact the Ombudsman Office.

Your complaint is accepted at reception window, by telephone, and by fax. Office staff will hear the outline of the complaint to confirm the contents, and set a date of interview with the Ombudsman.

On fax reception, the office will contact the complainant by telephone or e-mail, and set a date of interview with the Ombudsman.

■ Requests when you visit our Office directly!

Please bring a brief written statement of the followings.

- ① Specific details of your complaint
(When, what section or what business operator did what to you, etc.)
- ② What you want to be resolved
(What and how you want to be resolved.)

■Reception Time

The office and telephone are open from Monday to Friday from 8:30AM to 17:00PM. (excluding national holidays) Faxes are accepted at any time.



■Remarks

- The outline of the complaints and ombudsman's judgments, excluding personal information, shall be published in the “Annual Report” and reported to the Mayor and the City Council.
- A feature of our Comprehensive Ombudsman System is that “chartered welfare businesses are also under the scope.”