

## Introduction to the Comprehensive Ombudsman System

In Tama City, two comprehensive ombudsmen are in position 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)

The mayor of Tama city 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)

Mon. thru Fri. (Sat. Sun. Holidays excluded)

FAX 042-338-6805

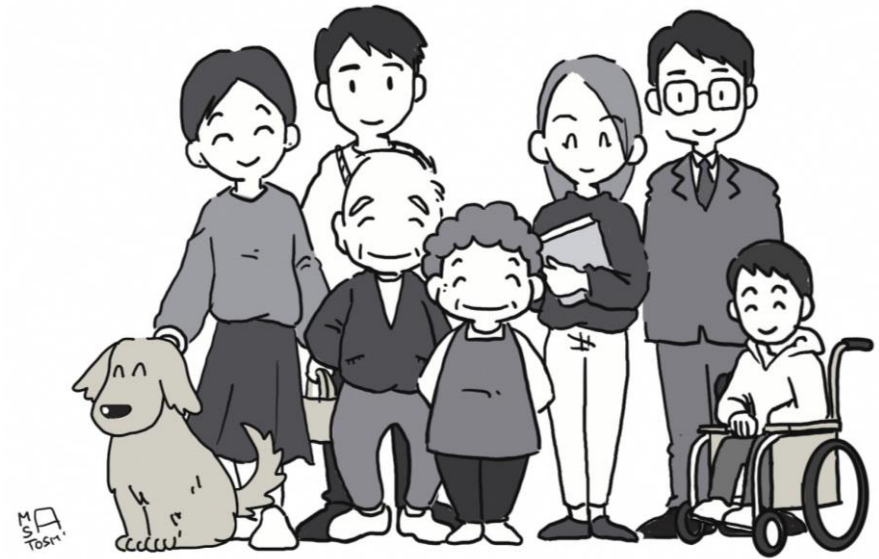
Tama City Official Website <https://www.city.tama.lg.jp/>



多摩市総合オンブズマン

検索 (Search)

## Do you know the Comprehensive Ombudsman System ?



**The Ombudsman shall investigate and judge the disadvantages suffered in the operations of Tama City and in the services of the private welfare providers from a fair and neutral standpoint.**

Tama city, January of 2024 rev.

## What is the Tama City Comprehensive Ombudsman System?

The Ombudsman shall investigate complaints about the City operations and the services of the private welfare providers (\*) from a fair and neutral standpoint. This system shall handle complaints in a simple and prompt manner, such as "recommending to the City or the private welfare providers to correct illegal or unjust acts" and "expressing opinions to improve the system", when necessary.  
※ The private welfare businesses are in an agreement with Tama City to cooperate in the such investigations

### Q What are the subjects of complaints?

A Your complaint is eligible to file, when it satisfies all of the following 4 (four) prerequisites.

- 1 You have interests in the complaint contents.
- 2 Within one year from the date when the case happened.
- 3 It relates to the acts and behaviors of the operations of Tama city, or of the services by the private welfare businesses who are in an agreement to cooperate in the such investigations.
- 4 It is not among the following ①~⑤ ineligible cases.
  - ① Matters already finalized in a trial, etc. or matters pending in a trial, etc.
  - ② Matters, complaints to which have been processed and finalized.
  - ③ Matters, which are classified to be handled by the appeal agencies established by the relative law, etc.
  - ④ Such general complaints and requests as "Waste of tax" and "Build a facility OO". (Matters, in which the complainants themselves do not have direct interests)
  - ⑤ Matters related to the working conditions and treatment of the City staff.



### Q Who can file a complaint?

A In addition to Tama city citizens, the residents of other municipalities, foreigners, corporations, other organizations, and even the minors are eligible to file a complaint.  
Further, it is possible to file a complaint by such an agent as a family member, so that this system can be used by the handicapped and the elderly.



### Q How to file a complaint?

A Please contact the Ombudsman Office.

Your complaint is accepted telephone, e-mail, or fax.

Also, you can come direct to our reception desk.

Office staff will hear the outline of the complaint

and set a date of interview with the Ombudsman.

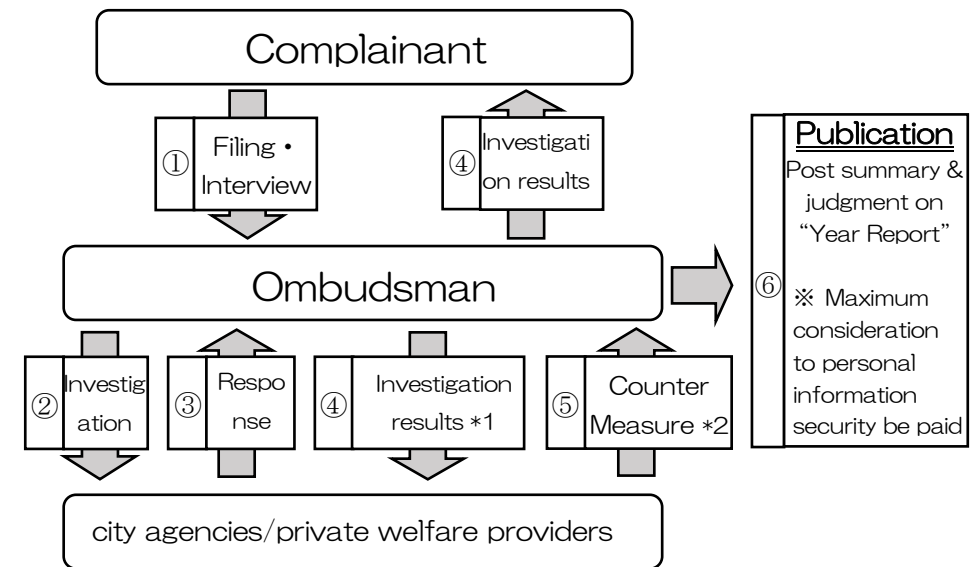
On e-mail or fax reception, the office will contact the complainant by telephone or e-mail, hear outline of the claim directly, and set an interview date with the Ombudsman.



### Q How the investigation results come available?

A It will take about 60 to 90 days to finish the investigation through interviews with the city agencies or the private welfare providers. The results of the investigation will be notified to the complainant in writing. In addition, the summary of the complaint and judgement by the ombudsman shall be compiled to a "Year Report", be reported to the Mayor and the City council, and be posted on the official website.

### Flow of the complaint process



\*1 Recommendation & opinion may be made on necessity.

\*2 This may be employed when necessary.

