



*Press Release*

## **NATIONAL OMBUDSMAN VISITING SABA AND ST. EUSTATIUS**

**After a fruitful visit earlier this year, representatives of the National ombudsman office will travel to the two islands for the second time in 2014. They will be on Saba and St. Eustatius from 10-14 November.**

In March and April numerous complaints were filed in relation to good governance, local authorities and government practices. On St. Eustatius, nine of the 21 grievances concerned the Health Insurance Office (ZVK) and a little over one-third were about local government. Saba lodged 13 complaints in total.

The office of the National ombudsman was established in 1982 to investigate individuals' complaints against maladministration, especially that of public authorities. Abuses or capricious acts of public officials on the islands can be reported. The ombudsman will try to settle disputes ranging from unhelpful staff and complicated procedures at local government offices to indifferent attitudes to your particular predicament.

The National ombudsman can be consulted about any instance where the official code of conduct is not followed by the authorities. If they are not treated with respect, honesty and transparency by their local and state government, citizens have recourse to the ombudsman free of charge.

The National ombudsman's responsibility is to receive and investigate complaints and to serve as an independent and impartial arbiter. It is an independent body and can even decide to launch an investigation on its own initiative. Approximately 80 other nations also have an organization that inspects citizens' grievances about provincial, state, local and public bodies, police, RCN and the Tax Office.

### **Consultation hours Saba:**

#### **Walk-in:**

Tuesday, November 11

From 16:00-19:00

**The Bottom:** Saba Roads & Construction Company building

Wednesday, November 12

From 16:00-19:00

**Windwardside:** RS Accounting (near RBC bank)

#### **By appointment:**

From November 10 – November 14 (please call 416 6554 or email [j.stam@nationaleombudsman.nl](mailto:j.stam@nationaleombudsman.nl) or [s.pfeifer@nationaleombudsman.nl](mailto:s.pfeifer@nationaleombudsman.nl))



**Consulting hours St. Eustatius:**

**Walk-in:**

Monday, November 10

18:00 – 21:00

Public library

Tuesday, November 11

10:00 – 12:00

Auxiliary home

Wednesday, November 12

15:00 – 18:00

Public library

**By appointment:**

From November 10 – November 13 (please call 318-1288 or email

[a.dorn@nationaleombudsman.nl](mailto:a.dorn@nationaleombudsman.nl) or [g.vonmaltzahn@nationaleombudsman.nl](mailto:g.vonmaltzahn@nationaleombudsman.nl))

See [www.nationaleombudsman.nl/bes](http://www.nationaleombudsman.nl/bes) for more information.