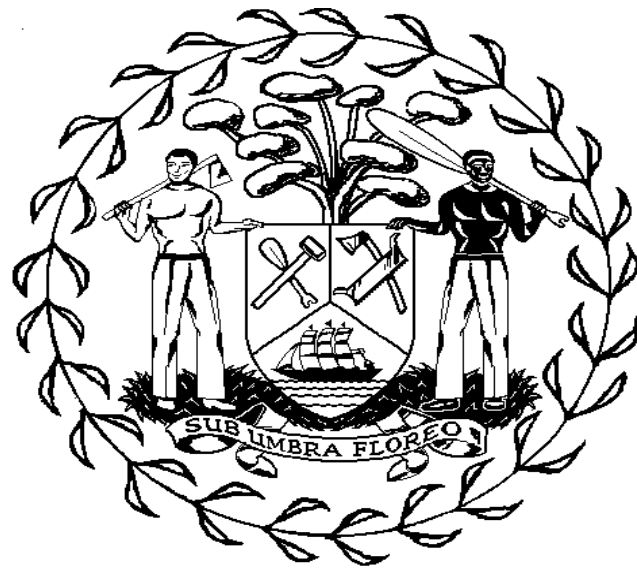

**THE TWELFTH
ANNUAL REPORT
OF
THE OMBUDSMAN OF
BELIZE**



THE TWELFTH
ANNUAL REPORT OF
THE OMBUDSMAN



Prepared for laying before the Senate of Belize and the House of
Representatives pursuant to Section 28(2) of the
Ombudsman Act, No. 7 of 1994

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The Office of the Ombudsman
91 Freetown Road
Belize City
Central America
Tel: 501-223-3594 / 501-223-3198
Fax: 501-223-33198
Email: ombudsman@btl.net

(25th February, 2013)

Ref: 3/AROMB/2013

Hon. Marco Pech
President of the Senate
National Assembly
Belmopan

Dear Madam President,

I have the honour to present the Ombudsman's Annual Report which covers the period of January 1, 2011 to December 31, 2011.

The report is submitted in accordance with Section 28(2) of the Ombudsman Act, Ch. 5 of the Laws, which states: -

"The Ombudsman shall submit to the National Assembly an annual report relating generally to the execution of his functions."

Respectfully,



Lionel Arzu, MSc.
(Ombudsman of Belize)

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Hon. Mike Peyreffite
Speaker of the House of Representatives
The National Assembly
Belmopan

Dear Mr. Speaker,

I have the honour to present the Ombudsman's Annual Report which covers the period of January 1 2011 to December 31 2011.

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Respectfully,



Lionel Arzu, MSc.
(Ombudsman of Belize)

OMBUDSMAN'S MESSAGE

Every year the Ombudsman uses this opportunity to convey the goals and aspirations of the Office for the reporting period. Apart from commenting on the statistical data for the reporting period, the ombudsman takes the opportunity to comment on matters he believes are relevant to the management of his office and matters of public importance.

The year 2012 has been turbulent at the Office of the Ombudsman because there was no substantively appointed Ombudsman for eleven months of the year. Although Mr. Ian Grey performed the duties of the Ombudsman during that period, he had no ostensible authority to do so and subsequently support and public perception dwindled. Nevertheless, it is because of Mr. Grey's unwavering commitment to duty that the office was able to function in a lame duck mode until the new Ombudsman was appointed. All the statistics we herein report are fruits from Mr. Grey's hard work and dedication during the eleven months that he performed the duties of the Ombudsman without the relevant emoluments. I take this opportunity to thank Mr. Ian Grey for the leadership he provided during the lame duck session of the Ombudsman's Office.

I look forward to a better period of work in 2013 and reassure the public that the Office is back on track and is ready and able to serve you diligently.



Lionel Arzu, MSc.
(Ombudsman for Belize)

Conferences and Seminars

The Ombudsman regularly attends conferences and seminars in Belize and other countries in order to ensure that the Office of the Ombudsman remains as efficient and effective as is possible.

<i>February</i>	XLIV 44th meeting of CCPDH, Panama
<i>March 21 – 23</i>	T&T – Establishment of National Human Rights Institutions
<i>June 15 – 16</i>	Elimination of Racial Discrimination, Belize
<i>June 21 -23</i>	Gender Culture of the Law, Jamaica
<i>July</i>	UN Women/CAROA/ACCP, Barbados Strengthening the Response of the Administration of Justice for Victims of Gender Based Violence
<i>September</i>	International year for People of African Descent, Panama
<i>November 14 – 16</i>	State of the Nation’s Children Conference
<i>December 5 – 6</i>	Human Rights and Shadow Reporting, Belize

Summary: 2012 Complaints

This year, as with every year, we have overcome great challenges. With only a skeletal staff the Office of the Ombudsman continues to have an impact through the exercise of its mandate. We have endeavoured to provide justice, the promotion of human rights and good governance in the hope of a more compassionate society:

Our office received by letter, fax, e-mail, telephone and in person: _____

Total Complaints	<u>183</u>
<u>Formal Cases</u>	<u>97</u>
Informal Cases	6
Cases closed	22
Awaiting response from authority	35
Cases under investigation	6

POLICE DEPARTMENT



Case 604

A Cayo District resident made a complaint at the Office of the Ombudsman that centred on allegations of Torture and Brutality by Officers from the San Ignacio Town Police Formation. The Complainant alleged that the Officer Commanding the San Ignacio Town Police, Supt. Moody and other officers beat and tortured her son whilst he was in their custody. The allegation of Torture stemmed from the claim that Supt. Moody stated that he

provided the detainee with a Medico Legal Form; the complainant claims he was never allowed this right.

Case 585

A Belize District resident made a complaint at the Office of the Ombudsman that centred on allegations of Torture and Brutality by Officers from the Ladyville Police Formation. Complainant claimed that a police Sergeant allowed a private citizen to beat him at the Police Station while under police custody. Another Complainant claimed that police officers illegally confiscated his property and wilfully refused to return it even after he provided proof of ownership. There have been many complaints of this nature about the Ladyville Police.

Case 608

A Belize District resident made a complaint at the Office of the Ombudsman that centred on allegations of Negligence and Malicious Prosecution because he was arrested and charged for Aggravated Assault with a Firearm. He claimed that his arrest was due to mistaken identity. The victim later visited the Office of the Ombudsman to make a statement that she believed she was arrested in error. The charges were never withdrawn by police. The police was officer written to on several occasions and failed to reply on the matter.

Case 608

A Belize District resident made a complaint at the Office of the Ombudsman that was centred on allegations of Attempted Murder by Officers from the Stann Creek Police Formation. The Complainant alleges that in June, 2012 a Police Constable he knew and others approached him at the Dangriga Town Bus Station and invited him to the Dangriga Town Police Station allegedly to discuss matters regarding an incident with another Officer he allegedly assaulted. The Complainant claims he cooperated with the request until they attempted to physically abuse him when he fled. He saw the Officer known to him withdraw his firearm and fire four shots at him as he fled.

Case 611

A Belize District resident made a complaint at the Office of the Ombudsman that centred on allegations of Abuse of Power and Wrongful Arrest by an Officer of the ADU attached to the Orange Walk Police Formation. After investigations by Orange Walk Police the Officer was subsequently arrested and charged.

Case 636

A Cayo District resident made a complaint at the Office of the Ombudsman that centred on allegations of Police Refusal to ser court summons by an Officer of the San Ignacio Police Formation. The Protection Order was subsequently served after several phone calls and written requests were made.

Case 583

A foreign national retiring in Belize filed a complaint to the Office of the Ombudsman in regard to a Belize Immigration Officer. The complaint was that upon an attempt to enter Belize via Guatemala at the Benque Viejo Western Border Crossing, a particular named Immigration Officer confiscated his Canadian passport but gave neither reason nor receipt. This action caused the failure of a multi-million dollar business deal and his travelling ability. The matter was brought to the attention of the C.E.O. in the Ministry of National Security. The case was then forwarded to the Office of the Prime Minister which brought about the resolution.

For further Police statistics please consult Appendix

Special Reports

STREET GANG – VIOLATION OF HUMAN RIGHTS

There are as many as a dozen street gangs who operate in Belize City, Belize, which hosts a population of approximately one hundred thousand persons. The complainants were members of or associates of a Belize City South Side street gang known as the Taylor's Alley Gang. They sought the assistance of the Ombudsman's Office on the 22nd March, 2012 after they alleged that a team of Police Officers accosted, assaulted and brutalized them for no apparent reason. The complainants were frustrated and unsure how their claim would be handled since there was much uncertainty as they had lodged numerous complaints over the years and had received very limited or no satisfaction.

The fourteen complainants alleged that although they surrendered and fully cooperated at the request of the Police Officers, they were nevertheless beaten mercilessly. The abused gang members included approximately fourteen persons which comprised of two females. According to the complainants, on the 21st March, 2012 at about 10:00 pm, with thirty to thirty-five combined members of the Belize Police Department (Special Branch; Gang Suppression Unit (GSU); Anti-Drug Unit (ADU)) and the Belize Defence Force (BDF), a joint special mission was launched to curtail the covert operations of all street gang activities after several innocent citizens were shot and killed in the streets of Belize City. The 'special operation' lasted for approximately one hour.

From the 22nd March, 2012, the complainants began to submit their written complaints to the Office of the Ombudsman and the Police Internal Affairs Division (IAD) now Professional and Standard Branch (PSB). To support their claims, they submitted evidence such as Legal Medico Forms, X-Rays and written medical prognosis of the burns, bruises, lacerations, fractures and dislocations inflicted at the hands of the joint task force. The eyewitnesses' reports chronicled that the complainants of the Taylor's Alley Gang were made to lie down on their stomachs in a circle before the administration of the punishment stated. Attestations by eyewitnesses and gang members claimed that about sixteen Police Officers participated in the assault. The BDF members who were a part of the operation only provided cover and protection for the Police. There was no reported allegation against the BDF Officers.

The torture, battery and assault of the detained persons were applied with kicks, punches, lashed with batons and flashlights, stun guns, cold water and sticks. Further, the inhumane treatment came by way of stock-piling the victims on top of each other with a view to cause choking (exsiccation).

The then Minister of Police, Hon. John Saldivar, through the Chief Executive Officer (CEO) of the Ministry of Police, Col. George Lovell, requested that a tribunal be held. Assistance was sought from the Offices of the Ombudsman, The Police Legal Office, and a retired Police Commissioner. The tribunal consisted of Mr. Ian Gray from the Office of the Ombudsman, Mrs. Donelle Hawke, a Public Prosecutor from the Police Legal Office, and Mr. Hughington Williams, a former Belize Commissioner of Police. The three benchers heard testimonies from the gang members and their associates for the first four days of the hearings. For the following four days, the tribunal listened to submissions and evidence from the members of the various Police units. After hearing testimonies and cross examinations, the three benchers returned to the scene of locus (Taylor's Alley and surrounding areas) where the activities occurred in order to get better visual perspectives of the location.

The findings of the tribunal were submitted to the Ministry of Police on the 4th April, 2012, in which it was found that the acts and omissions of the joint police operations were excessive and unjustified in its nature.

The wrongdoers were sentenced by the Ministry of Police to the following:

1. Those who wilfully committed the wrongs were recommended to be moved from the specialized units;
2. Further training in law and procedure for specialized units; and
3. Thorough review of the criteria for members of specialized units would be conducted.

The tribunal found that conducting the hearings and drawing a conclusion amounted to a difficult balancing exercise since the public interest was kept in mind. Consideration was placed on both parties. If the Police were not penalized and allowed to continue their reckless manner, it would negatively impact on public perception, thus public confidence would be lost. Conversely, if the decision came down on the side of the Gang Members, it would give the impression to them that their activities were acceptable. The balance was not to grant total approval to either party, but to strike a delicate medium and restore public confidence. Our Police Officers are working hard under extraneous conditions and it would dampen their spirits if they were not offered some encouragement despite the Taylor's Alley incident. Since the decision of 4th April, 2012, there has been no further complaints lodged at our office by the Taylor's Alley Gang Members or their associates.

In the words of the legendary British Legal Academic, Lord Denning, Master of the roles, *'let not justice appear to be done, but let justice be done.'*

Informal Complaints

- A Belize City resident visited the Ombudsman's Office to obtain a letter of gratuity for his deceased son's estate:
 - i. He needed the letter of gratuity in order for the letters of Administration of Estate to be granted.*
 - ii. The Legal Officer of the day wrote and obtained a copy of the letter of gratuity.*
 - iii. The matter was considered closed.*

- A Belize City resident visited the Ombudsman's Office to complain that although an order for the collection of arrears was issued against the complainant's ex-common-law, the Bailiff was not making sufficient effort to apprehend him:
 - i. The then Legal Officer contacted the Director of the Family Court who assisted in having the committal warrant served.*
 - ii. The matter was considered closed.*

- A Belize City resident complained that her son was wrongfully charged with aggravated assault. She suggested the DPP should drop the charges because of the lack of 'prima facie' evidence:
 - i. The Legal Officer at the time called the DPP who later wrote and stated she would not be inclined to drop the charges because of the seriousness of the nature of the offense.*
 - ii. The complainant was informed they would need to retain the services of an attorney.*
 - iii. The matter was considered closed.*

- Another Belize City resident visited the Ombudsman's Office to complain that although an order for the collection of arrears was issued against the complainant's husband, the Bailiff was not making sufficient effort to apprehend him:
 - iii. The then Legal Officer contacted the Director of the Family Court who assisted in having the committal warrant served.*

iv. The matter was considered closed.

➤ A Belize City woman visited the office of the Ombudsman complainant that social workers were not being fair to her and was prejudicing her in regards to producing a fair report of her back-ground check and that this was affecting proceeding negatively at the Family Court:

i. The Legal Officer of the time called the Director who decided to have the Court's own investigator do an evaluation.

ii. The evaluation was consistent with that of the Human Services Department.

iii. The complainant was informed of the findings.

iv. Complainant was advised that if she was not satisfied with the decision of the court, that she had a right to appeal to the Supreme Court of Belize.

v. The matter was considered closed.

➤ A Belize City resident visited the Ombudsman's Office to complain that her son was being threatened by a Superintendent who visited the prison:

i. The Legal Officer of the time called the CEO and Superintendent of the Belize Central Prison (Kolbe Foundation) who confirmed that the Superintendent did visit on the day in question.

ii. There was no evidence, however to prove the threat was made, nor was there any forthcoming witnesses.

iii. The matter was brought to the attention of the then Commissioner, who agreed to assist in monitoring the developments.

iv. The CEO and Superintendent of the Prison also agreed to assist in monitoring the developments.

v. The matter was considered closed for the time being.

Feedback

From time to time people write to the Office of the Ombudsman to express their gratitude for the help provided. Among the correspondences we received in 2012 were the following positive comments:

“I want to sincerely thank you for the time you spent...”

“I hereby thank the Office of the Ombudsman... May God continue to bless your office.”

“Your professionalism and concern is greatly appreciated.”

“Thank you again for looking into this matter and taking the time to hear about this truly unbelievable matter.”

“I am heavenly thankful for your help...”

“Please continue and thanks for your help...my daughter will be happy when she gets the good news...”

THANK YOU

The Ombudsman and his staff are always pleased to receive feedback from anyone who has sought the assistance of the office.

Send an email to ombudsman@btl.net
or write to us at 91 Freetown Road, Belize City, Belize District

How to Make a Complaint to the Ombudsman



Before making a complaint to us, have you already contacted the government department or authority to complain?

Please note that we do not usually investigate complaints if you have not raised the complaint with the department or authority first. However, if you feel you have a good reason not to contact it first then please call us on **223-3594 / 223-3198** to discuss.

Before you contact us please try to write down all of your communications with the department or authority; such as letters, telephone conversations and meetings. Please also record dates, the subject of the communications and the names and contact details of the people who you dealt with.

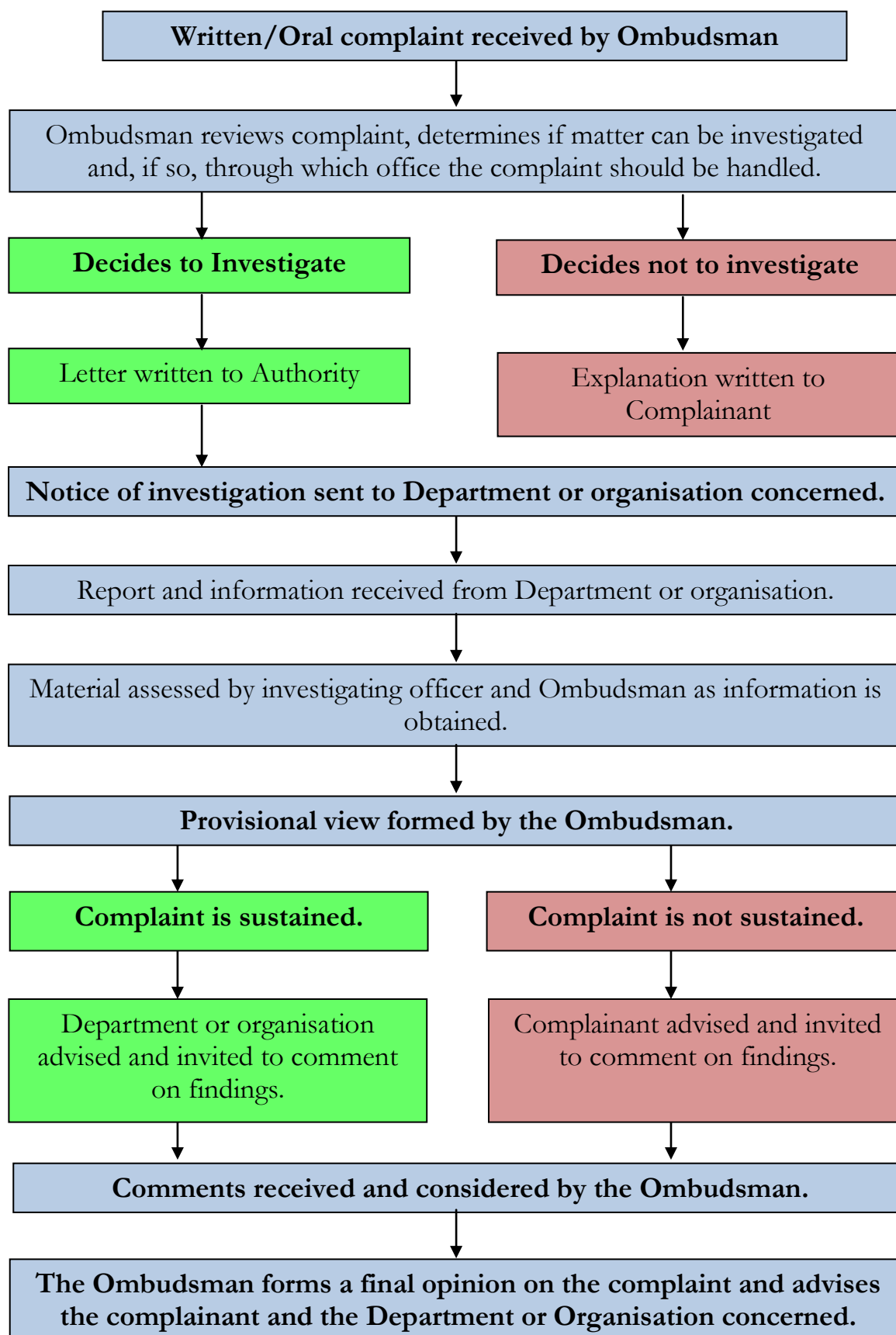
There are several ways to make a complaint:

Written complaints – download our written complaint form from our website - <http://www.ombudsman.gov.bz>. Once you have completed it you can either e-mail it to ombudsman@btl.net or post it to us at 91 Freetown Road, Belize City.

Telephone – call us on 223-3594 or 223-3198 during office hours (9:00am to 5:00pm, Monday to Friday).

Walk-ins – visit our office during office hours to make your complaint in person. To avoid waiting, we recommend that you contact us first to arrange an appointment.

Complaint Process



The Ombudsman Act

The Ombudsman's authority to investigate complaints is detailed in the Ombudsman Act. The legislation allows the Ombudsman to produce annual reports and special reports available to the public.

The full text of the Act can be found at:

<http://www.belize law.org/lawadmin/PDF%20files/cap005.pdf>.

It states the following in regards to the powers of the Ombudsman. Namely that the Ombudsman:

- **Section 2**
 - shall regard “authority” as meaning a Ministry, department or agency of Government, the Belize Police Department, a City or Town Council or any other statutory body.
- **Section 4**
 - will serve terms lasting three years.
- **Section 12**
 - may investigate where he has reasonable cause to believe that an authority has been guilty of corruption or wrongdoing or any person may have sustained injustice, injury or abuse as a result of any action taken by an authority.
 - shall not be precluded from investigating any matter where it is open to the complainant to apply to the Supreme Court for redress for contravention of provisions for the protection of fundamental rights and freedoms.
- **Section 13**
 - may investigate on his own initiative or on a complaint made to him.
- **Section 14**
 - may hear complaints made by any person or body of persons but complaints made by an authority.
- **Section 15**
 - may refuse to undertake a an investigation if he believes
 - the complaint is trivial
 - the complaint is frivolous
 - the complainant has deferred for too long

- the complainant lack sufficient interest
- no investigation is necessary
- **Section 17**
 - may adopt whatever procedure he considers appropriate and may obtain information from such persons and in such manner, and make enquiries as he thinks fit.
- **Section 18**
 - may require any officer or member of a public authority to furnish and produce any document in relation to the investigation of any matter.
- **Section 20**
 - may enter any premises occupied by any authority in order to inspect any document or record therein in respect of any matter under investigation.
- **Section 21**
 - shall inform the principal officer of the authority concerned the result of his investigation and, if necessary, his recommendations for action to be taken by that authority.
- **Section 25**
 - shall regard as secret and confidential all documents, information and things disclosed to them in execution of any of the provisions of this Act.
- **Section 29**
 - shall, when investigating a complaint, record in a register:
 - the name of the complainant
 - the subject matter and date of the complaint
 - the Ombudsman's decision respecting the complaint
- **Section 30**
 - Every person who wilfully contravenes section 14, makes any false statement to the Ombudsman or who obstructs, hinders or resists the Ombudsman shall be guilty of an offence and liable to summary conviction.

United Nations Universal Declaration of Human Rights 1948 (UDHR)

The rights and freedoms enshrined in the Belize Constitution are similar in many respects to the rights universally recognised in the UN's 1948 Declaration of Human Rights. Belize is bound by the Declaration as a Member State of the United Nations.



The text of the UDHR can be found on the UN Website:

<http://www.un.org/en/documents/udhr/>

In order to increase awareness of Human Rights in everyday society the text has been replicated and condensed below:

- Article 1** Everyone is born free and equal in dignity and rights.
- Article 2** Everyone is entitled to all the rights and freedoms in this Declaration
- Article 3** Everyone has the right to life.
- Article 4** No one shall be held in slavery or servitude.
- Article 5** No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.
- Article 6** Everyone has the right to be treated equally by the law.
- Article 7** All are equal before the law and are entitled without any discrimination to equal protection of the law.
- Article 8** Everyone has the right to ask for legal help when their rights are not respected.
- Article 9** No one shall be subjected to arbitrary arrest, detention or exile.
- Article 10** Everyone is entitled in full equality to a fair and public hearing by an independent and impartial tribunal.
- Article 11** Everyone has the right to be presumed innocent until proven guilty.

- Article 12** No one shall have their privacy, family, home or correspondence arbitrarily interfered with.
- Article 13** Everyone has the right to freedom of movement and residence within the borders of each state and the right to leave any country, including his own, and to return to his country.
- Article 14** Everyone has the right to seek and to enjoy in other countries asylum from persecution.
- Article 15** Everyone has the right to a nationality.
- Article 16** Men and women have the right to marry and found a family.
- Article 17** Everyone has the right to own property and possessions.
- Article 18** Everyone has the right to freedom of thought, conscience and religion.
- Article 19** Everyone has the right to freedom of opinion and expression.
- Article 20** Everyone has the right to assembly and association.
- Article 21** Everyone has the right to take part in the government of his country, directly or through freely chosen representatives.
- Article 22** Everyone has the right to social security and is entitled to economic, social and cultural rights.
- Article 23** Everyone has the right to work, the right to equal pay for equal work and the right to a decent income and working conditions. Everyone also has the right to form and to join trade unions.
- Article 24** Everyone has the right to rest and leisure.
- Article 25** Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services.
- Article 26** Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages.

- Article 27** Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.
- Article 28** Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized.
- Article 29** Everyone has duties to the community in which alone the free and full development of his personality is possible.
- Article 30** Nothing in this Declaration may be interpreted as implying for any State, group or person any right to engage in any activity or to perform any act aimed at the destruction of any of the rights and freedoms set forth herein.

Human Rights Treaties and Belize

In addition to being bound by the UN Declaration, Belize has either signed or ratified number of other Treaties. These texts are listed below in order of ratification or signature, and are also available on the UN Website given above.

- 17th March 1986:** *1984 Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (CAT) [ratified]*
- 2nd May 1990:** *1989 Convention on the Rights of the Child (CRC) [ratified]*
- 16th May 1990:** *1979 Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) [ratified]*
- 1st February 1996:** *Agreement establishing the Fund for the Development of the Indigenous Peoples of Latin America and the Caribbean [ratified]*
- 10th June 1996:** *1966 International Covenant on Civil and Political Rights (ICCPR) [ratified]*
- 6th September 2000:** *1966 International Covenant on Economic, Social and Cultural Rights (ICESCR) [signed]*
- 14th November 2001:** *1966 International Convention on the Elimination of Racial Discrimination (ICERD) [ratified]*
- 14th November 2001:** *1990 International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families (CMW) [ratified]*
- 9th December 2002:** *1999 Optional Protocol to Convention on the Elimination of All Forms of Discrimination against Women (OP-CEDAW) [ratified]*
- 1st December 2003:** *2000 Optional Protocol to the Convention on the Rights of the Child on the Involvement of Children in Armed Conflict (OPAC) [ratified]*
- 1st December 2003:** *2000 Optional Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography (OPSC) [ratified]*

9th May 2011: *2006 Convention on the Rights of Persons with Disabilities*
[ratified]

There are also a number of human rights treaties Belize has yet to sign or ratify that are given below in order that they were opened for signature by the UN:

16th December 1966: *Optional Protocol to the International Covenant on Civil and Political Rights*

26th November 1968: *Convention on the non-applicability of statutory limitations to war crimes and crimes against humanity**

15th December 1989: *Second Optional Protocol to the International Covenant on Civil and Political Rights, aiming at the abolition of the death penalty*

18TH December 2002: *Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment*

13th December 2006: *Optional Protocol to the Convention on the Rights of Persons with Disabilities*

10th December 2008: *Optional Protocol to the International Covenant on Economic, Social and Cultural Rights*

It is submitted, that this does not appear to fit with the humanitarian Government implied membership in the previous list of treaty systems. It is suggested that Ministers should push for the ratification of the treaties above in order to continue to further Belize's reputation as a bastion of rights protection.

Furthermore, it is also suggested that Belize fully ratify the International Covenant of Economic Social and Cultural Rights (ICESR). Once it has been ratified and implemented into Belizean law, citizens will be able to fully benefit from its protection.

*This treaty deals specifically with matters of humanitarian law, which is a separate but related matter to human rights law. In particular it deals with issues surrounding the activities of the armed forces during internal and interstate armed conflicts

STAFF

OMBUDSMAN	Mr. Lionel Arzu, MSc.
LEGAL OFFICER	Mr. Oscar Selgado, Esq.
INVESTIGATOR (VOLUNTARY)	Mr. Clarence D. Slusher, Jr.
SECRETARY	Miss. Trina Lizama

In addition, in order to supplement our small staff we attempted to develop relationships with other voluntary organizations. Among the most successful was the relationship that developed with Challenges Worldwide, a Non-Profit Organization based in Edinburgh, Scotland.

They sent several volunteers with a background in law to the office for periods of at least three months. Their help was very much appreciated.

Also, our appreciation goes out to our Secretary who worked tirelessly accounting for the highly privileged documents and items and going beyond the call of duty to account for such things, Mr. Ian Gray, the previous Legal Officer for keeping the functions of the office going and our own voluntary Investigator, who impressively built (programmed) our website anew, interpreted complaints from Spanish-speaking complainants, carried the computer technician's role freely and assisted us in setting up our Facebook account:

<http://www.facebook.com/#!/profile.php?id=100003382819843>,

Ombudsman Contact Details:

Tel: 223-3594 or 223-3198

Fax: 223-3198

Email: ombudsman@btl.net

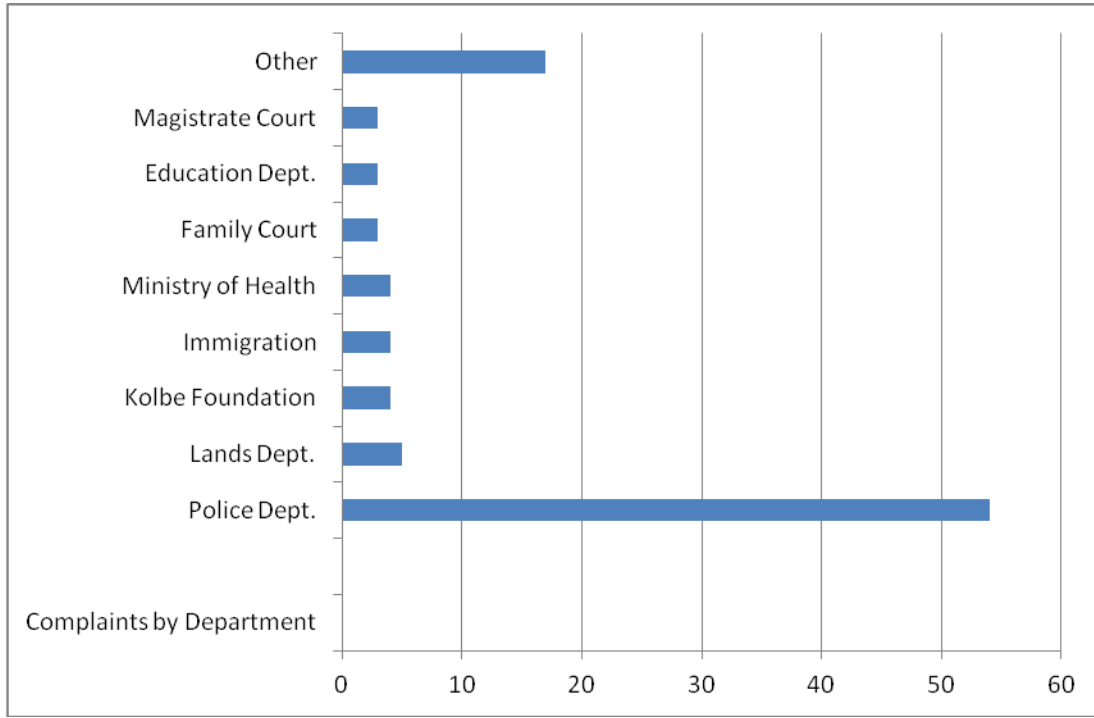
MONDAY – FRIDAY

8:00 a.m. – 12:00 p.m.

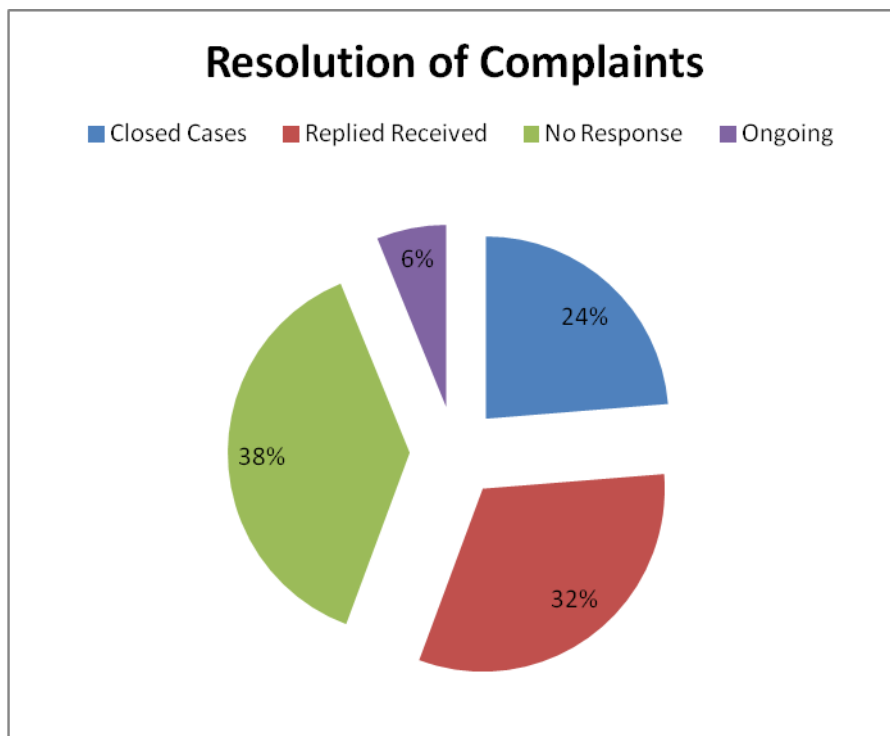
1:00 p.m. – 5:00 p.m.

Appendix - Statistics

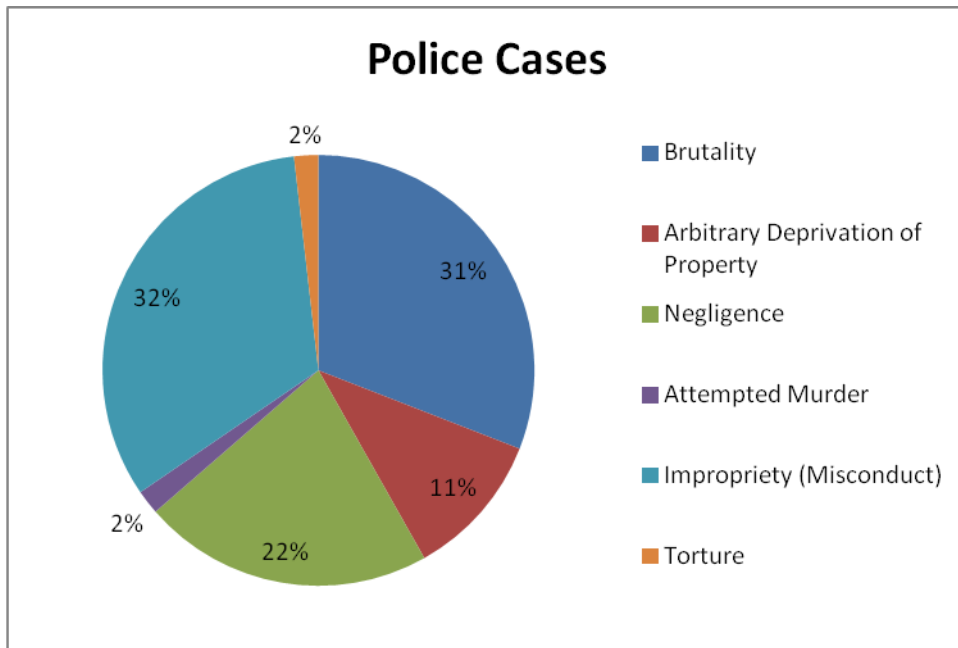
Complaints by Department – Total: 97



Resolution of Complaints



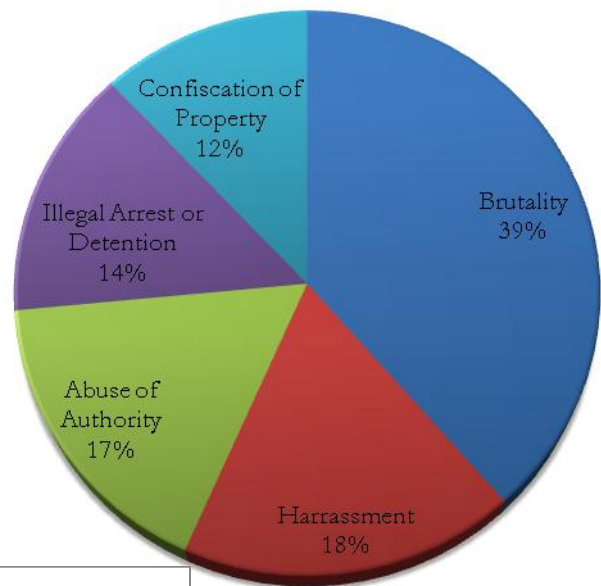
Police Cases: (Total: 54)



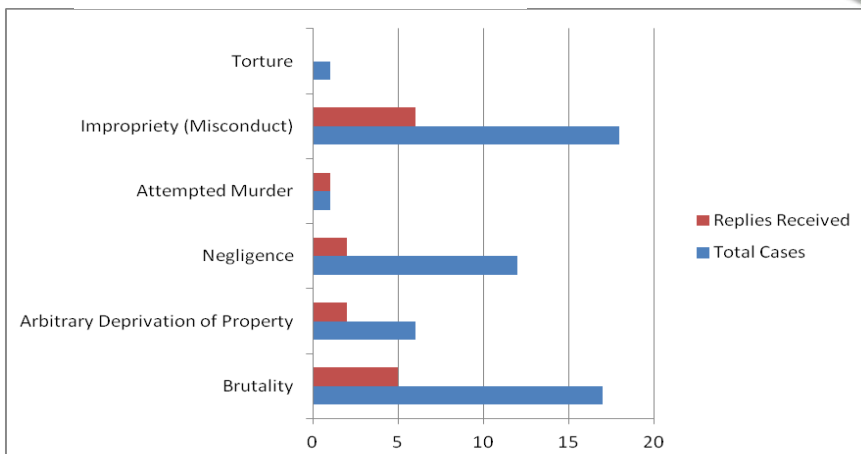
By Subject:

Of the 54 police cases the largest number of complaints was in relation to police brutality. These make up almost 1/3 of all of the complaints received by our office in relation to the police.

Of the cases, less than 10% have been replied to at the time of this writing. These were almost entirely in relation to the charges of impropriety and brutality.



By Replies Received:



In regards to the replies that our office did receive there was little correlation if any between when the original complaint was sent, and when our office received a reply. Few dealt with the issues that had been raised.

The Office of the Ombudsman, Belize

Ministry or Department or Authority	Complaints	Closed	Awaiting Response	Investigation Ongoing
Police Department	54	13	22	3
Lands Department	5	1	1	0
Family Court	3	1	1	0
Magistrates' Court	3	2	1	0
Ministry of Transport	1	0	1	0
Insurance	1	0	0	0
Elections & Boundaries	1	1	0	0
Kolbe Foundation	4	0	2	1
Human Development	1	0	1	0
Supreme Court	1	0	0	1
Social Security	1	1	0	0
Health	4	0	2	1
Magistracy	3	2	1	0
Belize Port Authority	1	0	0	1
Ministry of Natural Resources	5	1	1	0
BTL	1	0	0	0
Immigration	4	1	1	0
Sister Cecilia Home	1	0	1	0
Bar of Association	0	0	0	0
Income Tax	1	1	0	0
Belize Defence Force	2	0	2	0
Education	3	0	1	0
Unclassified	4	2	1	0

