

Right to make a complaint to the Ombudsman

Rights are only as good as their enforcement – and where you feel that your rights are not being respected, you should submit a complaint to the Office of the Ombudsman.

The Ombudsman will assess your complaint and decide whether to investigate based on its substance. A complaint that is upheld following an investigation may lead to enforcement action against the organization. This could be an order to provide information, to do or to not do something specified by the Ombudsman, or even a monetary penalty of up to CI\$ 250,000.

If you're interested in learning more about this topic, visit our [guidance for organizations](#).