

**Precautions Re: Handling Public Complaint – Administrative Enforcement  
Agency, Ministry of Justice and All Branches**

(Amended on March 6, 2013)

1. These precautions have been established to protect the public's rights and to ensure appropriate handling of public complaints made at this agency.
2. To deal with public complaints made at this agency, each agency may establish a "Public Complaint Petition Relief Group." In the case of public complaints, this relief group should be promptly notified and handle in accordance with the below:

(1) Prevention

If any unit discovers any signs that a public complaint may be made, the relief group should be promptly notified so that an early resolution may be attempted. If early resolution is not possible, the below steps should be then promptly taken.

(2) Reporting

- (i) Upon receipt of the information in (1) Prevention above, agency staff must promptly inform the Civil Ethics Office, or any staff designated for Civil Ethics matters, about the specific details of the matter.
- (ii) Upon Civil Ethics Office's receipt of the information in (1) Prevention above, they must promptly inform the superior officer in charge of the responsible unit, the Secretariat, and depending on the nature of the case, director of the agency and related personnel.
- (iii) With respect to public complaint petitions, policy agency may be contacted for law enforcement support as necessary.

(3) Reception

- (i) With respect to public complaint petitions, the superior officer in charge of the responsible unit should be responsible for receiving the complainant. If the superior officer is not present, the relief group should assign members to receive the complainant until the superior officer's arrival.
- (ii) The Secretariat shall be responsible for on-site orderliness, refreshments, microphones and other similar matters.

(4) Handling

- (i) Public complaint petitions should be handled by staff members of the responsible unit.
  - (ii) If the complainant requests a meeting with the agency director, the responsible unit should try to resolve the issue. If necessary, the relief group may report to the agency director for instructions.
  - (iii) Upon completion of the matter, if the matter is of a serious nature, the responsible unit must promptly report the situation to the director of the agency and continue to follow up with any future developments in the case to prevent further escalation.
3. The relief group shall consist of members of the agency designated by the director of the agency.