

# Corporate documents

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# **Prevention and management of fraud and corruption**

We are committed to preventing fraud or corruption against or within the Office.

## **Strategic plan 2023-27**

Find out about our strategic direction for the next five years.

## **Annual report**

Find out how we performed against our strategic plan objectives.

## **Managing unreasonable complainant behaviour**

We manage unreasonable behaviour in a fair and balanced way that delivers an appropriate service and maintains the safety of Ombudsman officers.

## **Service delivery charter**

We are committed to a high standard of customer service.

## **Code of conduct**

Our code of conduct provides guidance on what is

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