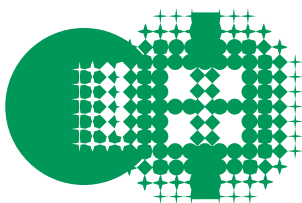




Positive
Complaint Culture
for **Better**
Administration



The Ombudsman, Hong Kong
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