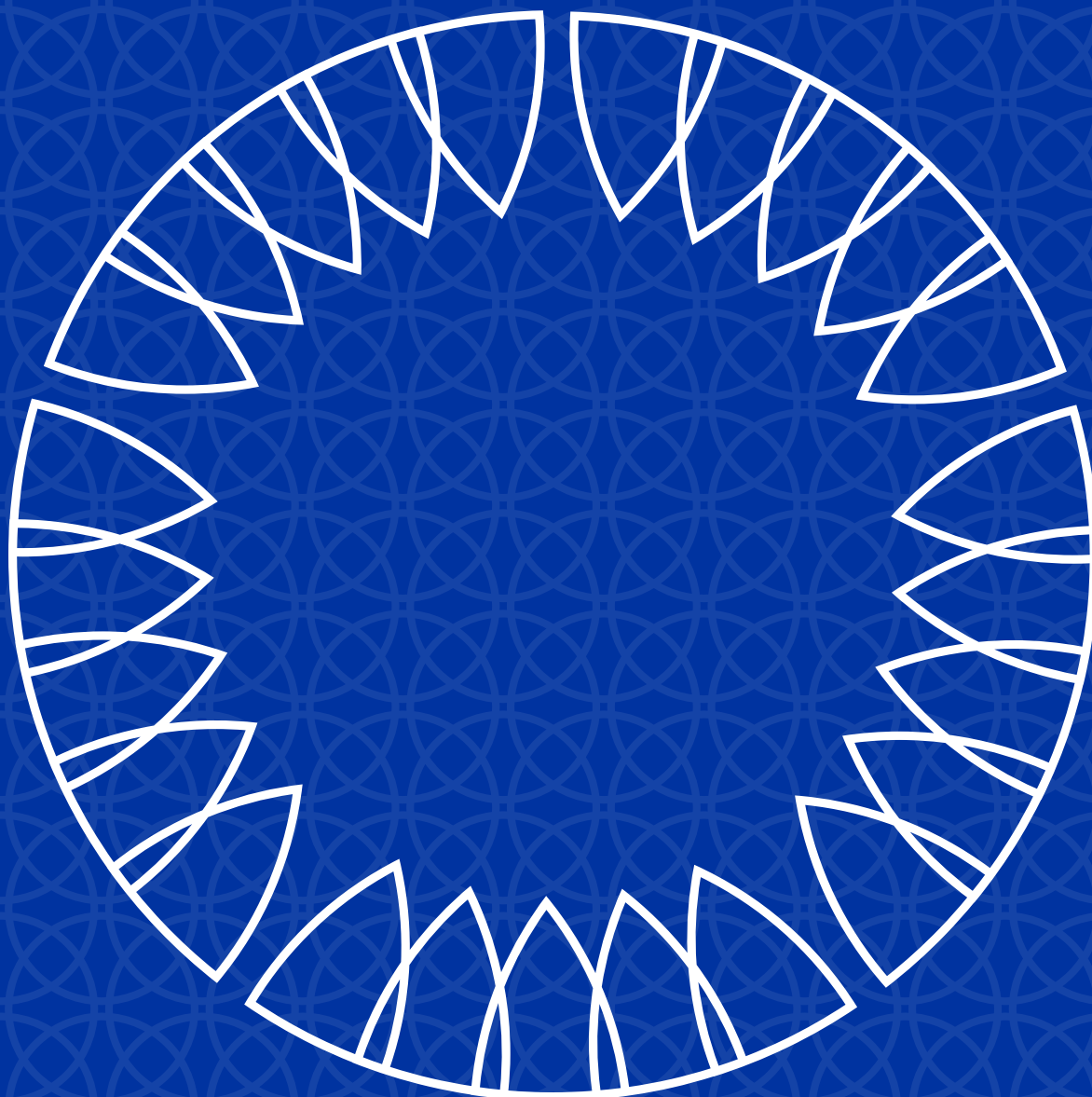
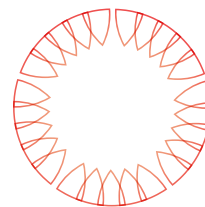




مملكة البحرين
Kingdom of Bahrain

الأمانة العامة
للتظلمات
OMBUDSMAN

وزارة الداخلية Ministry of Interior

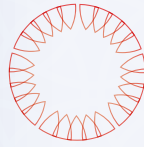


Fourth Annual Report

2016 - 2017

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Foreword by ▷ the Ombudsman

Four years after it was established in July 2013, the Ombudsman Office continues to operate in a challenging local and international environment. In the face of these challenges, the Ombudsman team never wavers in its commitment in doing everything possible to protect investigative integrity and independence. We concentrate all our efforts on making sure that our part of the Criminal Justice jigsaw is delivered in a manner that is faithful to the clearly stated requirements of our Decree. We ensure that our investigation policies and procedures are fully informed by international best practice and ongoing investigator training is delivered by a team of experts and specialists. We work hard also to develop opportunities for our outputs to inform the work of other agencies and institutions.

The Ombudsman received 1156 complaints and assistance requests between 1 May 2016 and 30 April 2017. 348 of these were registered by women; 761 by men and 47 by local and international organizations. 19% complainants used the Ombudsman Office more than once during the year. The complaints and assistance requests received this year bring the total received by the Ombudsman Office in its first four years of operation to 3298.

Section One provides a full break down of the Ombudsman Office statistics including complaints received, their origin and an analysis by some important demographic and diversity factors. Details of referrals to the Special Investigation Unit, Public Prosecution, Security Prosecution, and Disciplinary Committees, are also included in Section One.

Once again, we welcome the fact that 41% of complaints were received by complainants visiting our office in person to talk with an investigator and lodge their own complaint or to complain on behalf of others. 59 % of these were requests for assistance.

The sample cases in Section Two, illustrate the types of issues that were the subject of complaints and assistance requests to the Ombudsman Office; and its approach of the investigation and decision-making.

Many assistance requests are made directly to the management of the detention and rehabilitation centres and considerable efforts are being made to encourage this. The Ombudsman Office will, however, continue to accept assistance requests until the police, detention and rehabilitation centres can fully demonstrate that their internal complaint system can consistently deliver the requirements of the Regulations for the Implementation of the Bahrain Law of Reform and Rehabilitation Institute promulgated by Law No. (18) 2014. It will, however, always be the case that allegations of torture, assault and any other degrading, inhumane or criminal act(s) should always be brought directly to the Ombudsman Office.

This year, for the first time, the Ombudsman has included in Appendix A of this report, performance statistics relating to the Directorate of Audit and Internal Investigations. The Ombudsman Decree provides for the Ombudsman to have oversight of this Directorate. In much the same way as the Independent Police Complaints Commission (IPCC) in the UK permits the police service to investigate certain complaints brought to it, the Directorate of Audit can receive and investigate complaints about acts of misconduct by MOI personnel. The Directorate must, however, immediately refer to the Ombudsman Office any complaint involving death, physical injury, or serious mistreatment suffered during or following contact with a member of the Ministry of Interior. Complainants to the Directorate of Audit also have the right of appeal to the Ombudsman Office if they are unhappy with the manner or outcome of their complaint investigation.

In 2016, the Directorate of Audit received 328 complaints, 18 of which were referred to the Ombudsman Office.

This year, the value of CCTV in catching those who are guilty of misconduct and in protecting good staff from false allegations, has again been fully evidenced during Ombudsman serious incident investigations. Examples are included in Section Two. Whilst progress has been made to implement the recommendation of the Prisoner and Detainee Rights Commission (PDRC) that the pathway of every detainee from the time of arrest should be fully covered by CCTV, the completion of the roll out of the required CCTV must now be given the highest

priority. This will greatly assist both Ombudsman and criminal investigations; will protect detainees; will protect staff and will deter false allegations of torture or mistreatment.

The Ombudsman Office also continued this year to deliver its responsibility for the investigation of deaths in or outside of reform and rehabilitation centres and places of detention. The eight deaths investigated this year are discussed in Section Three of this report. I would like to extend my sincere sympathies to the families who lost loved ones over the last year, assuring them that we do our utmost to ensure that, wherever relevant, lessons are learned that can inform future care arrangements and prevent other deaths.

The Ombudsman is aware of the training programmes and workshops organised for the Ministry of Interior employees this year. Topics covered have included best practice treatment of members of the public; the implementation of professional police standards and police officer legal training. The topics covered have, over the years, been discussed in Ombudsman reports and have been the subject of recommendations. The ongoing programme of training is very much to be welcomed.

The Ombudsman Office continued its programme of international training, development and cooperation this year. A particular focus was on administrative training programmes and further investigator training and workshops. These were generally felt to have added great value to our work. The Office also contributed to

the education of university students studying a variety of subjects. Throughout the year, meetings were held with officials and diplomats from several countries to share information about the Ombudsman's operation and to exchange experience.

Four years on, the imperative for the Criminal Justice System in Bahrain to be seen across the community as fair and just, is as important as ever. This is a challenge everywhere in the world and, in the Bahraini context, the Ombudsman Office has always understood that this is a journey. In common with a great many others, we remain determined to play our part and to serve our community. We have a team who fully understand what is at stake, many of whom have stayed with us for the whole journey this far. I could not be more grateful to them for their hard work and for wanting to make a difference.

Finally, I would like to conclude my foreword by expressing appreciation for the ongoing cooperation of the Ministry of Interior, other ministries, institutions and relevant bodies with whom we have had contact this year. We value the positive impact on service delivery, efficiency and effectiveness that the spirit of this cooperation produces. We value also the opportunity to share experience and skills, which is in the interest of everyone committed to the principle of public service and the delivery of justice.

Nawaf Mohamed Al Moawdah
Ombudsman



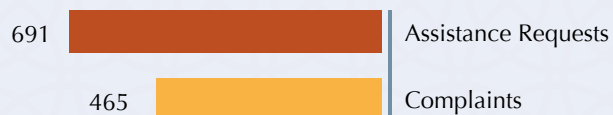


Section One

Ombudsman Office

2016 - 2017 Statistics

Total Number of Complaints Received by the Ombudsman Office

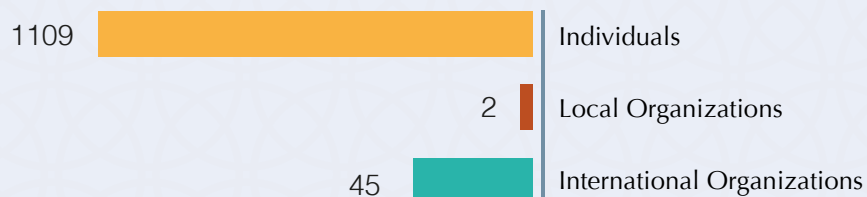


Complaint Category	Number
Assistance Requests *	691
Complaints **	465
Total	1156

* Assistance Requests: Examine issues, and provide information in areas such as prison visits; phone calls; prison; detention centre medical services; access to education. Relevant recommendations are made, wherever appropriate.

** Complaints: Require investigation of the application of relevant laws and regulations

Origin of Complaints



Origin	Number
Individuals *	1109
Local Organizations	2
International Organizations	45
Total	1156

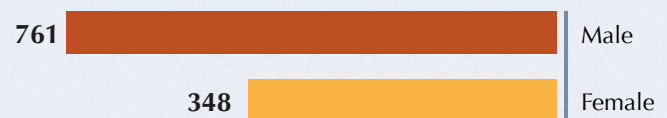
* 19% of the complainants used the Ombudsman Office more than once during the year.

Method of Complaint Submission



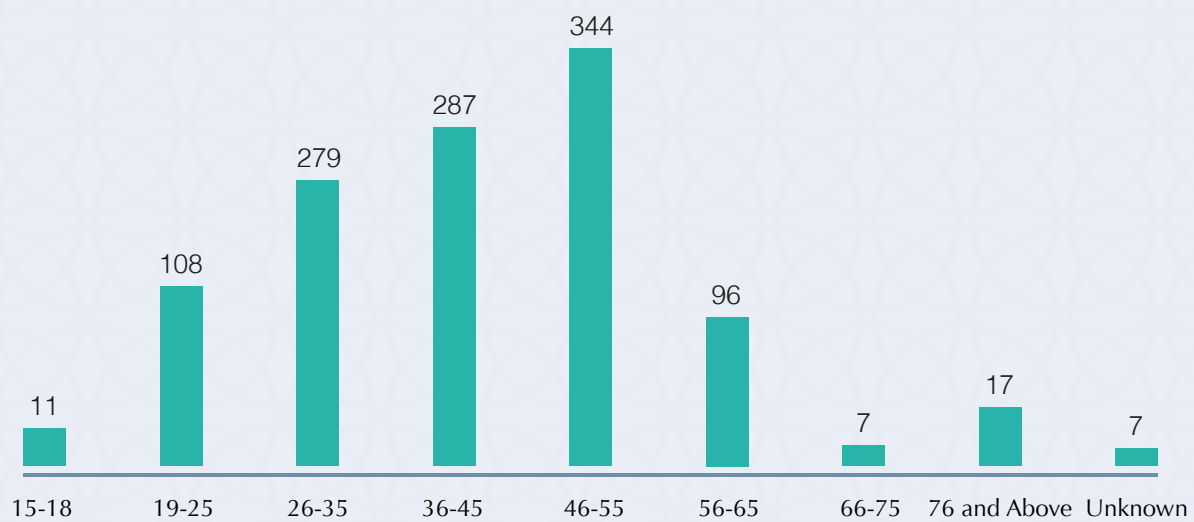
Method	Number
In Person	1041
Complaint Box	61
Email	54
By Post	0
Total	1156

Complainants According to Gender



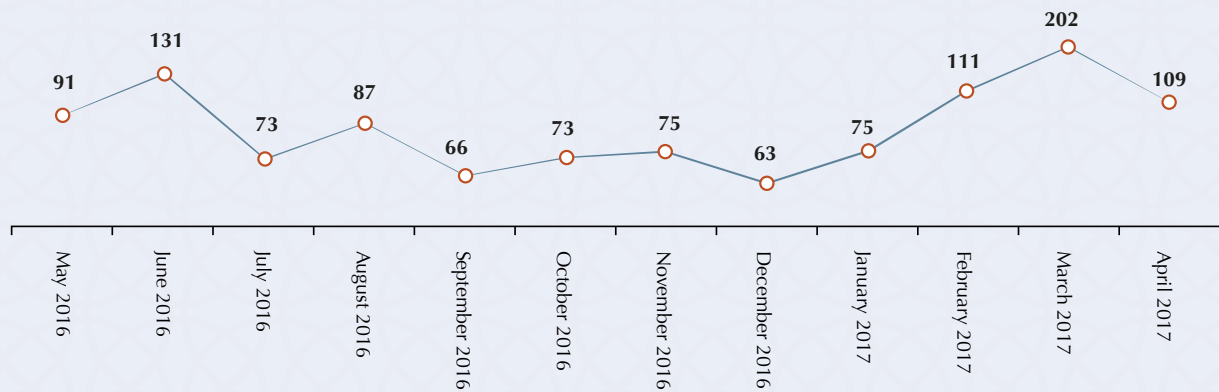
Gender	Number
Male	761
Female	348
Total	1109

Number of Complaints by Complainant Age



Age	Number
15-18	11
19-25	108
26-35	279
36-45	287
46-55	344
56-65	96
66-75	7
76 and Above	17
Unknown	7
Total	1156

Complaint Figures Received Each Month



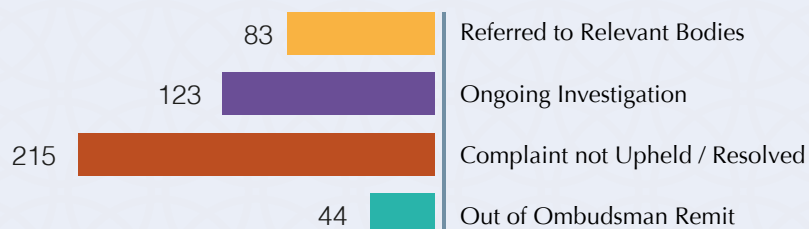
Month	Number
May 2016	91
June 2016	131
July 2016	73
August 2016	87
September 2016	66
October 2016	73
November 2016	75
December 2016	63
January 2017	75
February 2017	111
March 2017	202
April 2017	109
Total	1156

Actions Taken in Relation to Requests for Assistance



Action Taken	Number
Settled	589
Ongoing Investigation	102
Total	691

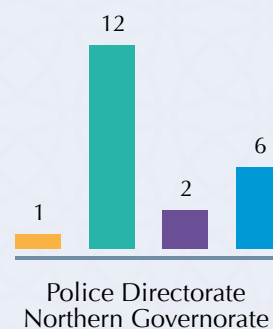
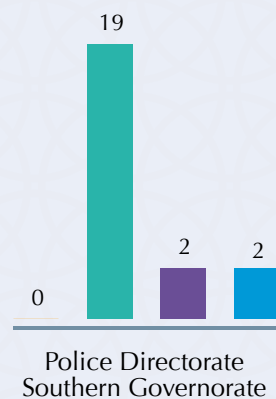
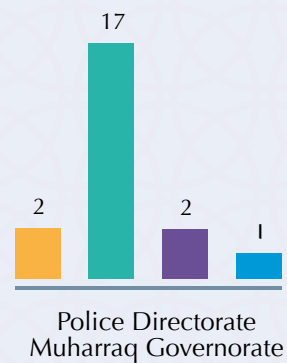
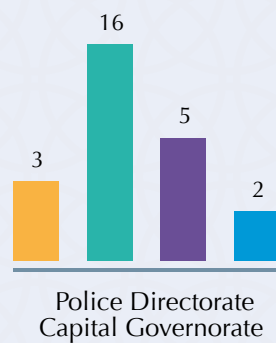
Actions Taken with Regard to Complaints



Action Taken	Number
Referred to Relevant Bodies	83
Ongoing Investigation	123
Complaint not Upheld / Resolved	215
Out of Ombudsman Remit *	44
Total	465

* 22 complaints are not within the jurisdiction of the Ombudsman Office as they were received against members or bodies other than MOI and MOI personnel.

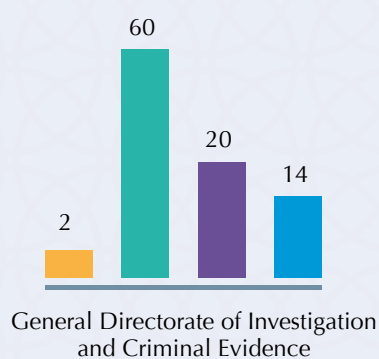
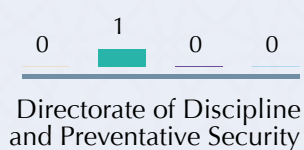
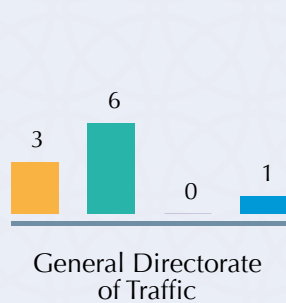
Complaints against Directorates/Institutions



Out of Remit (Orange) Not Upheld / Resolved (Teal) Ongoing Investigation (Purple) Referred for Criminal/Disciplinary Proceedings (Blue)

Directorate/Institution	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld / Resolved	Out of Remit	
Police Directorate Capital Governorate	2	5	16	3	26
Police Directorate Muharraq Governorate	1	2	17	2	22
Police Directorate Southern Governorate	2	2	19	0	23
Police Directorate Northern Governorate	6	2	12	1	21
Total	11	11	64	6	92

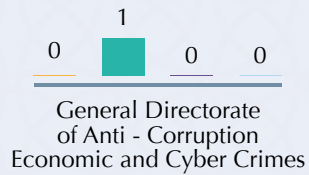
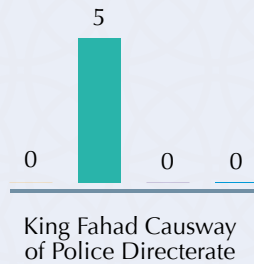
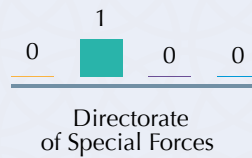
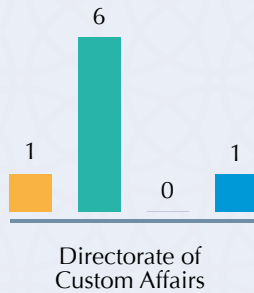
Continued - Complaints against Directorates/Institutions



Out of Remit ■ Not Upheld/Resolved ■ Ongoing Investigation ■ Referred for Criminal/Disciplinary Proceedings ■

Directorate/Institution	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld/Resolved	Out of Remit	
General Directorate of Traffic	1	0	6	3	10
Nationality, Passports and Residency Affairs	0	2	15	0	17
Directorate of Discipline and Preventative Security	0	0	1	0	1
General Directorate for Criminal Investigations and Forensic Evidence	14	20	60	2	96
Total	15	22	82	5	124

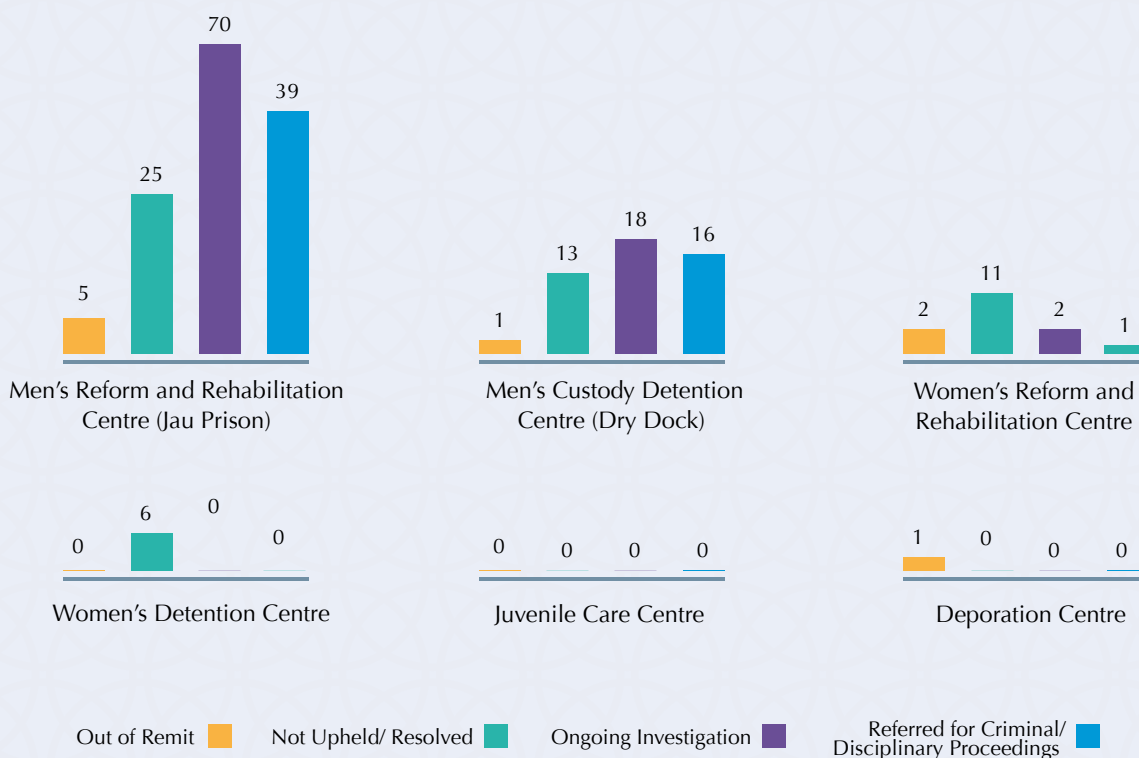
Continued - Complaints against Directorates/Institutions



Out of Remit ■ Not Upheld/Resolved ■ Ongoing Investigation ■ Referred for Criminal/Disciplinary Proceedings ■

Directorate/Institution	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld/Resolved	Out of Remit	
Directorate of Custom Affairs	1	0	6	1	8
Directorate of Special Forces	0	0	1	0	1
Airport Police	0	0	1	1	2
King Fahad Causway of Police Directorate	0	0	5	0	5
General Directorate of Anti-Corruption Economic and Cyber Crimes	0	0	1	0	1
Total	1	0	14	2	17

Complaints Originating from Reform and Rehabilitation Centres



Reform and Rehabilitation Centre	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld /Resolved	Out of Remit	
Men's Reform and Rehabilitation Centre (Jau Prison)	39	70	25	5	139
Men's Custody Detention Centre (Dry Dock)	16	18	13	1	48
Women's Reform and Rehabilitation Centre	1	2	11	2	16
Women's Detention Centre	0	0	6	0	6
Juvenile Care Centre	0	0	0	0	0
Deportation Centre	0	0	0	1	1
Total	56	90	55	9	210

Organizations to which Ombudsman Complaints Referred for Criminal/Disciplinary Investigation

Directorate	Number of Referred Complaints
Public Prosecution	1
Security Prosecution	66
Special Investigation Unit	15
Disciplinary Committee	1
Total	83





Section Two

Complaint Investigation

Samples

▷ Sample Case 1

The Ombudsman Office received a complaint posted in the Ombudsman complaints box at the Reform, Rehabilitation Centre for Women. The secure complaints box is emptied by Ombudsman staff.

The Complainant alleged that she had been subjected to multiple insults and had been ordered to leave the staff office by a shift supervisor. She said that she had also been prevented from retaining telephone call minutes owed to her.

An Ombudsman investigator went to the rehabilitation centre and met with the complainant, who informed the investigator that she is entitled to a phone call of 10 minutes but, on the day in question, had made a call lasting five minutes. She said that a member of staff had then asked her to sign a call log saying that she had used her allocated ten minutes. Ms. A refused to do so and went to the staff office to explain the situation and to request a complaint form.

Ms. A said that, whilst she spoke with a staff member in the office, the shift supervisor started to interfere in the discussion and she asked her not to do so. The staff member then left the office to speak with the member of staff who had asked Ms. A to sign the call log.

Ms. A said that the shift supervisor then made insulting, personal comments to her and told her that she would not be allowed her extra phone minutes. She said that the supervisor then ordered her out of the office and shut the door on her. Later that day Ms. A told the centre duty officer what had occurred. The duty officer gave Ms. A the telephone minutes due to her and informed her of the complaints procedure. Ms. A complained to both the rehabilitation centre management and to the Ombudsman Office about what she felt was unreasonable behavior.

The centre management carried out an investigation and examined CCTV footage from the camera installed in the office where the alleged incident took place. The Ombudsman Office examined the investigation report and evidence.

The CCTV footage showed that the staff member,

who was the subject of the complaint, had behaved in an inappropriate and unacceptable manner. At an internal disciplinary meeting, she was reminded of her responsibility to behave calmly, respectfully and appropriately when dealing with inmates.

As the staff member's conduct constituted a legal breach, the Ombudsman Office referred the case to the Security Prosecution.

▷ Sample Case 2

The Ombudsman Office received a complaint from the legal advisor of Mr. B alleging that Mr. B was not receiving the medical care he needed; was not able to attend medical appointments and was not receiving most of his medication. The solicitor said that information related to Mr. B's medical appointments, medication and medical reports was not being given to him by staff and that when he did attend medical appointments, he was transported in a bus which aggravated a disc problem in his neck.

Mr. B's solicitor also said that Mr. B was being searched when leaving or entering his building and that he was concerned about his limited number of visits.

The Ombudsman Office opened an investigation into all of Mr. B's allegations. An Ombudsman investigator went to meet Mr. B and to interview the doctor responsible for his care. Mr. B's rehabilitation centre files; medical and medicine administration records; internal and external movement's record; phone call record and visits record were all secured and examined.

The investigation found that Mr. B was attending medical appointments and was receiving the appropriate medical care. He had also attended medical appointments at external clinics and was receiving his prescribed medication. Arrangements for his transportation to hospital and his visits were the same as those applying to other inmates.

The investigation found that search procedures applied to Mr. B were in line with Rehabilitation Centre Law, Regulations and local policy and were consistent with the arrangements applied to other inmates.

As no problem with Mr. B's care was found and there was no evidence of any misconduct by any member of the Ministry of Interior, the investigation was closed.

▷ Sample Case 3

The Ombudsman Office received a complaint from Mr. C's Uncle. Mr. C is an inmate at Jau Reform and Rehabilitation Centre. Mr. C's uncle alleged that his nephew had told him during a phone call that a member of police staff had assaulted him. He told an Ombudsman investigator that his nephew had not provided any details of the alleged assault.

The Ombudsman investigator went to the Reform and Rehabilitation Centre to visit Mr. C. When asked about the allegation, Mr. C said that there had been a fight between a couple of inmates in the dining room and that centre staff had intervened to stop the fight. Mr. C said that he was not involved in the fight. He added that all of the inmates were then taken back to their cells, but that he did not return to his cell because he was assisting the person responsible for distributing meals.

Mr. C said that he and the person he was assisting then sat down to eat. He said that, whilst he was eating his meal, the duty officer and another member of police staff returned and called him. One of the officers then slapped him on the neck and the other kicked him, even though he explained that he had not been involved in the fight.

The investigator immediately attended the dining room and established the location of CCTV cameras. The Ombudsman Office requested CCTV footage for the date and time of the alleged incident.

The investigator received and examined the requested evidence. The CCTV showed two police officers entering the dining room where Mr. C was present. One of the officers pushed Mr. C from the back whilst the other kicked him, then held his neck and hit him on his shoulder. He was then taken from the dining room back to his cell. A list of all officers on duty on the day of the incident was obtained and the identity of the two members of police staff seen to carry out the assault on

Mr. C was established.

The investigation concluded that there was clear evidence of a criminal act by police staff and the case was, therefore, transferred to the Security Prosecution with all the relevant evidences.

▷ Sample Case 4

Mr. D attended at the Ombudsman Office to file a request on behalf of his son who is an inmate at Jau Reform and Rehabilitation Centre. Mr. D explained that his son had been complaining of weakness in his eyes and needed spectacles. He asked for his son to be taken to one of the clinics at the centre for an eye check-up. He said that his son had already made similar requests to the rehabilitation centre administration, but had not yet been given an appointment.

The Ombudsman Office immediately contacted management at the rehabilitation centre and asked for an eye examination for Mr. D's son to be arranged, at the earliest opportunity. Rehabilitation centre staff arranged for Mr. D's son to see a doctor at the Jau medical centre. The doctor then made a referral for a public hospital appointment.

The rehabilitation centre subsequently confirmed that Mr. D's son had attended an appointment at the Department of Ophthalmology at the hospital. The centre provided the Ombudsman Office with a copy of the related medical report.

The Ombudsman Office contacted Mr. D to inform him of the action taken and the outcome. The case was then closed.

▷ Sample Case 5

Mr. E visited the Ombudsman Office to file a request. He said that his son, who had been arrested after being sentenced to one year in the Reform and Rehabilitation Centre, has suffered with a chronic heart condition since he was a child.

Mr. E said that doctors in Bahraini hospitals had all agreed that the heart surgery needed by his son is not available in Bahrain. Mr. E explained that he had established that the surgery could be performed overseas and, as he could not afford the cost of this, he had submitted a request for government funding for his son's treatment. A confirmation that the necessary funding from the Ministry of Health would be granted was received and the overseas hospital then arranged a date for the operation to take place.

Mr. E's son had completed only three months of his 12 months sentence and his father said that he was concerned that, even though his son had lodged an appeal, he may still be in detention on the date when his operation was due. He said that he was very worried about the effect that a delay in carrying out the surgery might have on his son's life. He requested the assistance of the Ombudsman Office to ensure that his son would be released for the dates needed for him to be able to attend for his surgery.

To assist Mr. E, the Ombudsman Office contacted the Public Prosecution. A statement explaining the health condition of Mr. E's son and related documentation was prepared to facilitate the referral of the matter to court. The court was then asked to consider the release of Mr. E's son so that he could receive his treatment and to state also, when he should then resume his sentence.

The Ombudsman Office monitored the progress of the request and the court issued a decision that Mr. E's son should be released.

The Ombudsman Office contacted Mr. E who subsequently confirmed that his son had returned home and was preparing to travel to the overseas hospital for his surgery.

▷ Sample Case 6

Mr. F attended the Ombudsman Office to complain that police officers had assaulted his son, an inmate at the Rehabilitation Unit at Dry Dock Detention Centre. Mr. F said that he wanted to know who was responsible for the assault and why it had happened. He said that he wanted those responsible to be held to account.

An Ombudsman's Office investigator visited Mr. F's son at the detention centre. Mr. F's son alleged that early on the morning of the alleged incident, police staff entered his wing to count the number of inmates. Inmates were asked to stand for the count, but Mr. F's son remained seated and would not stand when instructed to do so. He said that some of the staff then took him outside of the room and kicked him on his head.

Mr. F's son had no visible injuries.

The investigator then noted the location of CCTV cameras in the area of the alleged incident and visited the detention centre control room to examine footage for the date and time of the alleged incident. The video showed police officers take Mr. F's son out of his cell and try to apply handcuffs. Mr. F's son was seen to resist by jumping up and down and staff had to put him on the floor in order to apply the handcuffs. The use of force by police up to this point was seen to be appropriate. An officer was then, however, seen to kick Mr. F on the head and then apply it to the inmate's head and press it down into the floor.

As the CCTV footage clearly evidenced the assault of Mr. F's son by the officer concerned, the Ombudsman's Office referred the case and supporting evidence to the Special Investigation Unit (SIU). The Ombudsman continued to monitor the progress of the case and to update the complainant.

The SIU carried out a criminal investigation and the officer was referred to the Criminal Court, where he was awarded a three month prison sentence. The officer did not plead guilty to the charges against him and he subsequently appealed against his conviction.

The major Criminal Court rejected the appeal and the prison sentence was upheld.

▷ Sample Case 7

Ms. G complained that her husband, a rehabilitation centre inmate, had been assaulted by an employee of the Ministry of Interior (MOI), in a public hospital where he was receiving treatment.

Ombudsman investigator immediately attended the

hospital where Ms. G's husband is a patient. At interview, Ms. G's husband said that he suffers from a chronic disease and stays at the hospital to receive treatment. He said that, as explained by his wife, it was the case that a police officer had assaulted him. He said that this happened when another inmate was brought into the hospital handcuffed and Ms. G's husband spoke to the police officer escorting the inmate and asked him to remove the handcuffs. Ms. G's husband said that a heated argument developed and the police officer slapped him across his face. He said that the other police officers present then intervened and separated them.

The Ombudsman investigators took witness statements and noted that CCTV cameras were located in the area where the incident was alleged to have occurred. Footage for the date and time of the alleged incident was secured and examined. CCTV showed that, during a heated argument, a police officer had, as alleged, slapped Ms. G's husband across the face.

The Ombudsman Office forwarded its investigation report to the Security Prosecution for a criminal investigation.

The Ombudsman Office commenced an investigation and requested the police officer's incident statement, footage from CCTV cameras located in the hotel and all of the police notes relating to the incident. A request was also made for medical notes relating to the complainant.

The CCTV showed Mr. H talking to a police officer and then screaming and yelling as he was handcuffed, whilst he asked for the handcuffs to be opened.

Mr. H was not seen to be slapped.

At interview, Mr. H told the Ombudsman investigator that he had also made a complaint to the Special Investigation Unit (SIU), which already opened an investigation.

The Ombudsman Office therefore transferred its investigation report to the SIU to continue its earlier investigation.

▷ Sample Case 8

Mr. H used an Ombudsman's complaint box to post a complaint stating that he had been assaulted.

Mr. H said that he was staying in a hotel in Bahrain when he witnessed an altercation between another guest and a member of the hotel staff. Mr. H said that the hotel staff member was insulting and humiliating the guest. The guest then called the police.

Mr. H said that when the police arrived, he tried to explain to an officer that he was a witness to the incident and had seen the member of hotel staff insulting the guest. He said that the police officer told him that this was none of his business and that he would go to prison if he did not stop interfering. Mr. H said that when he asked the officer why he would speak to him that way, the officer then slapped him on the face and handcuffed him, injuring his right hand.





Section Three

Death Cases
Investigations

Ombudsmans' Investigations in Death Cases

Location	Cause of Death					Total
	Suicide	Heart Attack	Chronic Disease	Torture	Ongoing Investigation	
Jau Rehabilitation Centre	0	1	0	0	3	4
Dry Dock Detention Centre	0	0	0	0	0	0
Police Governates	0	0	0	0	0	0
Military Detention Centre	0	0	0	0	0	0
Women's Detention Centre & Women's Reformation and Rehabilitation Centre	0	0	0	0	0	0
Juvenile's Care Centre	0	0	0	0	0	0
Deportation Centre	0	0	0	0	0	0
External Hospital	0	2	1	0	1	4
Total	0	3	1	0	4	8

Introduction

A key reason for investigating deaths both in and outside of detention centres is that important lessons can be learned which might help to prevent future deaths.

Over the past four years, the Ombudsman Office has invested significantly in examining international best practice in death investigation and Ombudsman investigators have attended training by experienced international death investigators.

Following seven death investigations last year, the Ombudsman 2015 / 2016 Annual Report made a series of recommendations. These related to the supply and management of illicit substances; the care of vulnerable detainees and inmates and response arrangements following a healthcare emergency. Many of the concerns that lead to these recommendations have been evident again in death investigations this year.

The Ombudsman's recommendations in some of these important areas are therefore, repeated below in the hope that they will be given high priority as part of the development programmes underway in detention and rehabilitation centres. I urge the Ministry of Interior and the Ministry for Health to urgently develop a joined-up plan for the full implementation of these recommendations.

Recommendations:

1. The Arrangements for Responding to Medical Emergencies in Detention and Rehabilitation Centres.

The Ombudsman Office has identified the need to review and take any action required in respect of:

- ▷ The availability of resuscitation equipment in

residential buildings and related staff training.

- ▷ The arrangements for ensuring that, where indicated, healthcare staff can attend at the scene of an emergency with the necessary medical equipment.
- ▷ The arrangements for prison staff first aid and first response protocols and training.

2. The Management of Substance Abuse (illicit substances and non-prescribed medication) in Places of Rehabilitation and Detention.

The Ombudsman Office has identified the need to review and take any action required in respect of:

- ▷ The arrangements for carrying out detainee and inmate drug testing.
- ▷ The arrangements for identifying detainees and inmates with a history of illicit substance or medicine abuse at the time of committal and managing their related medical needs.
- ▷ The provision of more rehabilitative programmes for known drug users.
- ▷ The arrangements for staff training in the identification of those using illicit substances or abusing medication and the support needs of those at risk of substance abuse.
- ▷ The intensification of educational, recreational and other purposeful activity programmes to engage detainees and inmates and encourage positive mental health.

Death in Detention Investigation 1

Name	Ms. A
Age	46
Cause of Death	Chronic Disease
Date	23 May 2016
Place	Salmaniya Medical Centre

On Monday 23 May 2016, the Reform, Rehabilitation Centre for Women informed the Ombudsman Office of the death of Ms. A, at the Salmaniya Hospital.

The Ombudsman Office immediately opened an investigation and examined Rehabilitation Centre, medical and hospital records relating to Ms. A.

The investigation established that Ms. A was arrested a few days before her death. At a medical following her committal, she was found to be suffering from a chronic disease. Treatment and medication was prescribed. Later, Ms. A was very tired and, as her condition was assessed to be deteriorating, medical staff at the Rehabilitation Centre Clinic decided that she should be transferred to the Salmaniya Hospital for further tests and an X-ray.

Following medical examinations and consideration of laboratory test results, Salmaniya Hospital medical staff concluded that Ms. A was in the final stages of a serious illness. Ms. A was admitted to the hospital Intensive Care Unit (ICU) where staff provided the care and medication she needed. Ms. A stayed in the hospital until she died.

The Ombudsman Office received the report of the investigation of the Public Prosecutor's Office into Ms. A's death and the related forensic report. Nothing suspicious was identified about the circumstances of Ms. A's death and case was closed.

As the investigation found no issues of concern relating to Ms. A's care, the Ombudsman Office closed its investigation.

Death in Detention Investigation 2	
Name	Mr. B
Age	35
Cause of Death	Heart Attack
Date	30 July 2016
Place	Salmaniya Medical Centre

On Saturday, 30 July 2016, the Ombudsman Office received notification from the Dry Dock Detention Centre of the death of Mr. B, at Salmaniya Hospital. Mr. B died within an hour of being transferred to the hospital for care.

The Ombudsman Office immediately opened an investigation. Investigators requested Mr. B's Rehabilitation Centre, medical and medication records and inspected the wing at the Dry Dock Detention Centre where he had been held. Hospital records were examined. Detention Centre staff records of the events leading to Mr. B's transfer to hospital were also reviewed. Relevant CCTV footage was secured and observed, so that Mr. B's movements immediately before his death could be examined.

Ombudsman investigators interviewed inmates who had shared the cell occupied by Mr. B. The inmates said that, at the same day, Mr. B had been going about his business normally until the evening when he complained of chest pain, hand pain and feeling tired. He asked to be taken to the detention centre clinic. The inmates said that they informed the senior duty officer, who then took Mr. B to the clinic. This was confirmed by the account of the officer concerned and CCTV shows Mr. B being taken to the centre clinic accompanied by police officers. On arrival at the clinic, he was examined by a doctor who decided to transfer him to Salmaniya Hospital.

Mr. B died within an hour of his arrival at the hospital. His death was recorded to be due to a cardiac arrest.

The Ombudsman Office requested the report of the Public Prosecution Service investigation into Mr. B's death and the related forensic report. No suspicious circumstances relating to the death were found and the forensic report recorded that the cause of death was a

heart attack, due to blocked coronary arteries. It was noted that this was consistent with Mr. B's symptoms before his death and case was closed.

The Ombudsman Office completed its investigation and, as the examination of evidence raised no issues of concern, the investigation into Mr. B's death was closed.

Death in Detention Investigation 3	
Name	Mr. C
Age	34
Cause of Death	Investigation Ongoing
Date	12 August 2016
Place	Reform and Rehabilitation Centre

On the night of Friday 12 August 2016, the Ombudsman Office was notified by Jau Reform and Rehabilitation Centre of the death of Mr. C. An investigator was informed that staff had taken Mr. C to the Rehabilitation Centre Clinic where a doctor examined him and performed an Electrocardiograph (ECG), to check the electrical activity of his heart. He was found dead.

The Ombudsman Office commenced an immediate investigation and inspected the wing where Mr. C had been held. Investigators obtained medical, Rehabilitation Centre and medication records. They examined relevant CCTV; interviewed witnesses and reviewed staff records of the events leading to Mr. C's death.

The Ombudsman investigator interviewed inmates who shared a cell with Mr. C. The inmates said that they had found Mr. C unconscious in the toilet of their building. They said that there was no sign that he was breathing. The inmates took Mr. C to the police staff office at the end of the wing and a police officer then took him in a prison bus to the rehabilitation centre clinic.

The investigation established that, on arrival at the clinic, Mr. C was examined and efforts were made to resuscitate him but, Mr. C did not respond and he was pronounced dead.

The Ombudsman Office received the report of the Public Prosecution into Mr. C's death and the related

forensic report. It was recorded that Mr. C's death was the result of blood and respiratory circulation failure which, it was stated, might be the result of a heart attack or disease.

The Ombudsman investigation noted that Mr. C's body fluid samples contained the Sedative Diazepam, which Mr. C's medicine records confirmed had been prescribed by a doctor. The forensic report also noted the presence of Methamphetamine but stated that this was unrelated to Mr. C's death.

Even though the forensic report concludes that this was not a factor in his death, the Ombudsman Office is continuing to investigate why and how Methamphetamine was available to Mr. C.

Death in Detention Investigation 4	
Name	Mr. D
Age	41
Cause of Death	Heart Attack
Date	9 October 2016
Place	Salmaniya Medical Centre

On the night of Sunday 9 October 2016, Jau Reform and Rehabilitation Centre notified the Ombudsman Office of the death of Mr. D at Salmaniya Hospital. Mr. D had been a patient at the hospital for five months because of medical complications related to chronic diseases and seizures.

The Ombudsman Office commenced an investigation and obtained Mr. D's rehabilitation centre records; full medical notes for the period up to the day of his death and the Rehabilitation Centre staff reports of the incident that resulted in Mr. D's admission to hospital. Medication prescription and administration records were also obtained.

Inmates held in Mr. D's wing said at interview that he had been suffering from mental health and other medical problems. Mr. D's medical records showed that during his six years in the Rehabilitation Centre, he suffered from multiple medical conditions and had been hospitalised on previous occasions. Mr. D had also been attending physiotherapy sessions for six months prior to his final admission to hospital.

The Investigation found that when Mr. D arrived at the Salmaniya Hospital for the last time, he received emergency medical attention before being admitted to the Intensive Care Unit, after his condition deteriorated. The medical reports from the hospital recorded that Mr. D was suffering from chronic illnesses; was in a very serious condition and that the Rehabilitation Centre had advised that he may have taken an overdose of narcotic substances. Efforts were made to rehabilitate Mr. D, but his condition continued to deteriorate and he died on 9 October 2016.

The Ombudsman Office obtained the Public Prosecution Service investigation report into the circumstances of Mr. D's death and the related forensic report. The cause of death was recorded as cardiac arrest and it was concluded that there were no suspicious circumstances. The case was closed.

The Ombudsman Office completed its investigation and the case was closed.

Death in Detention Investigation 5	
Name	Mr. E
Age	41
Cause of Death	Investigation ongoing
Date	28 December 2016
Place	Reform and Rehabilitation Centre

The Ombudsman Office received notification on Wednesday 28 December 2016 that, following the failure of multiple resuscitation attempts by medical staff, Mr. E. had died at Jau Rehabilitation and Reform Centre.

The Ombudsman Office immediately visited the wing where Mr. E. was held and obtained Rehabilitation Centre; medical; prescription and medicine administration records. The location of relevant CCTV cameras was established and footage was secured. Investigators examined rehabilitation centre staff records of events prior to the death of Mr. E.

Ombudsman investigators interviewed inmates who had shared Mr. E's cell. The inmates said that on 28 December 2016, Mr. E was talking to them when he

lost consciousness. The inmates said that they took him to the staff office at the end of the wing to alert police staff and to get Mr. E taken to the centre clinic. The duty police officers responded and took Mr. E to the clinic. Investigators took statements from the police officers concerned.

The investigation established that Mr. E suffered from Type 1 Diabetes as well as other health problems. On the morning of his death, he went to the Rehabilitation Centre Clinic to get his regular insulin injection. He was recorded to be in a normal condition. Later that morning, Mr. E lost consciousness and was assisted by other inmates. CCTV showed that a police officer rushed to open the wing door when he saw the inmates arriving with Mr. E.

CCTV also showed that it then took eight minutes for Mr. E to arrive at the centre clinic. Following his arrival at the clinic, resuscitation was attempted but he was pronounced dead.

The Ombudsman Office requested the Public Prosecution investigation into the circumstances of Mr. E's death and the related forensic report. The cause of death was recorded as blood and respiratory circulation failure. No injuries were seen on Mr. E's body and his body fluid samples showed no evidence of any non-prescribed or illicit substance. Insulin was present. Further information and details on the insulin level found have been requested.

The Ombudsman investigation into Mr. E's medication prescription and administration; medical care and death is ongoing.

Ombudsman investigators immediately commenced an investigation; attended the Rehabilitation Centre and visited the scene. The investigator examined police staff incident reports and requested medical, Rehabilitation Centre and medicine records relating to Mr. F. They also secured relevant CCTV and interviewed witnesses who could provide information about the circumstances of Mr. F's death.

At interview, inmates who lived in the same building as Mr. F told the investigator that he had eaten breakfast with them on the morning of his death, but did not then go out into the courtyard. One inmate said that, when he returned to his cell, he found Mr. F sleeping. He said that he heard Mr. F breathe loudly and make a whining noise. The inmate said that he tried to wake Mr. F but that there was no response and he therefore, tried to perform cardiopulmonary resuscitation (CPR). As there was no result, he called the police staff who came immediately and informed the Rehabilitation Centre Clinic. The inmate said that Mr. F then went to the clinic within minutes, but that regrettably he died.

The Ombudsman Office requested the report of the Public Prosecution investigation into the death of Mr. F and the related forensic report. The cause of death is recorded as acute respiratory and pulmonary edema, caused by a heart attack. There were no injuries on Mr. F and no suspicious circumstances. The Public Prosecution Service informed the Ombudsman Office that it concluded its investigation by closing Mr. F's case.

The Ombudsman investigation into the full circumstances also raised no issues of concern and the file into Mr. F's death was closed.

Death in Detention Investigation 6	
Name	Mr. F
Age	26
Cause of Death	Heart Attack
Date	2 February 2017
Place	Reform and Rehabilitation Centre

At 10:28 am on Thursday 2 February 2017, Jau Reform and Rehabilitation Centre informed the Ombudsman Office of the death of Mr. F.

Death in Detention Investigation 7	
Name	Mr. G
Age	45
Cause of Death	Investigation Ongoing
Date	16 March 2017
Place	Reform and Rehabilitation Centre

On 16 March 2017, Jau Reform and Rehabilitation Centre informed the Ombudsman Office of the death of Mr. G. The Ombudsman was told that Mr. G was taken

unconscious to the rehabilitation centre clinic where cardiopulmonary resuscitation (CPR) was performed, but that this was not successful.

The Ombudsman's team immediately commenced an investigation and attended the Reform and Rehabilitation Centre. Investigators requested medical; Rehabilitation Centre; inmate movement and medicine records. Investigators examined police staff reports of the events leading to Mr. G's death and carried out first interviews with some police and inmate witnesses.

Inmates who were with Mr. G before his death said that he was playing football, but left the playing field to sit on a bench, before lying on the floor. Inmates rushed over to check on him and said that his body was tense and he was drooling, so they carried him to the ambulance that took him to the Rehabilitation Centre Clinic.

Ombudsman investigators are continuing to examine the full circumstances of Mr. G's death.

Death in Detention Investigation 8	
Name	Mr. H
Age	43
Cause of Death	Investigation ongoing
Date	31 March 2017
Place	Defense Force Hospital

Jau Reform and Rehabilitation Centre informed the Ombudsman Office that Mr. H was transferred from the centre clinic to the Bahrain Defense Force Hospital, after falling unconscious in his cell. He died in hospital, where it was recorded that the cause of death was a heart attack.

The Ombudsman immediately commenced an investigation and investigators went to the Rehabilitation Centre. The investigator requested medical; Rehabilitation Centre; inmate movement and medicine records. Requests were also made for police staff reports of the events leading to Mr. H's death. CCTV footage that might show Mr. H in the period leading up to his death was secured.

A full Ombudsman investigation of the circumstances of Mr. H's death is ongoing.





Section Four

International Cooperation,
Development and Outreach

Introduction

Over the last year, the Ombudsman and members of the Ombudsman team once again met with many stakeholders to provide information, share experience and to explore opportunities for cooperation. Some stakeholders also discussed concerns about individual cases and requests with the Ombudsman.

The Directorate of International Cooperation and Development has made great efforts to build bridges for communicating and cooperating with the media, diplomatic sectors and many local and international organizations and institutions. The Directorate has also developed its role in coordinating the publication of Ombudsman Office performance statistics and management reports, and supporting internal quality audit arrangements. This benefits other Ombudsman directorates.

For the fourth year running, a significant investment was made by the Ombudsman Office in staff training and development. Amongst other initiatives, a comprehensive induction training programme for new investigators, with supporting checklists, was implemented and a senior staff communication strategy workshop was facilitated by an international expert.

This section reviews the most important Ombudsman Office events related to international cooperation and awareness, as well as training and development programs and activities.

1. Training and Development



Rehabilitation and Reform Centres Process workshop

June 2016: The Ombudsman Office held a specialist-training workshop for investigators, attended by members of Her Majesty's Prison Inspectorate in the

United Kingdom. The workshop looked at the process for visiting and monitoring Reform and Rehabilitation and Detention Centres. The workshop was designed to enhance the capabilities and skills of Ombudsman staff and to provide them with ongoing opportunities to learn about the latest international expertise in their specialist field.



Visit by Legal Clinic and Human Rights Law Students at the University of Bahrain

Oct 2016: Under the framework of cooperation between the Ombudsman Office and the University of Bahrain, a group of Legal Clinic and Human Rights students from the Faculty of Law visited the Ombudsman Office, accompanied by faculty staff. The purpose of the visit was to support student training and the development of skills and practical experience in the legal sector, as well as to explain the professional practice of the Ombudsman Office. The Ombudsman team explained that the Ombudsman Office is the first institution of its kind in the region and described its role and functions, within the overall programme of human rights development in the Kingdom of Bahrain.

December 2016: The Ombudsman Office organised a workshop to examine Crime Scene Analysis, Analysis of Medical Records and International Medical Terminology. The workshop was aimed at reviewing crime scene visit standards, evidence gathering and basic skills related to the understanding of international medical terminology.

January 2017: The Ombudsman Office held a briefing workshop on processes for following up on complaints; methods of updating data and tracking procedures following referral to external agencies.

February 2017: The Ombudsman Office held a training course on the importance of media communication strategy and its value in enhancing trust with institutions locally and internationally. A presentation to delegates examined modern techniques in the field of media communication strategy.



Training Course on the Importance of Media Communication Strategy

March 2017: The Ombudsman Office hosted a training workshop delivered by a forensic science specialist. The workshop looked at the role and importance of forensic science in the investigation process.

March 2017: The Ombudsman Office received a delegation from the Institute of Public Administration (TAKWEEN), a programme that helps to develop emerging leaders and is part of the National Programme for the Development of Government Leaders.

November 2016: A delegation of the Ombudsman Office headed by the Ombudsman Mr. Nawaf Al Moawda attended the 11th International Ombudsman Institute (IOI) World Conference “Evolution of Ombudsmanship” from 13 - 19 November 2016 in Bangkok, Kingdom Of Thailand.

The conference was held to serve as a platform for international Ombudsmen and their representatives to exchange experience and best practice in public service delivery by Ombudsmen. During a plenary and side sessions, the delegates discussed several topics related to the concept of the Ombudsman and Ombudsman achievements in promoting the principles of human rights.



The Ombudsman Participated in an Expert Meeting with Managing Director Middle East and North Africa - European External Action Service

2. External Participation



At the International Ombudsman Institute (IOI) World Conference in Bangkok, Kingdom of Thailand

April 2017: The Ombudsman participated in an expert meeting attended by the Director General of the Middle East and North Africa European Union External Body and working group. The meeting was told about the efforts and achievements of Bahrain to protect and promote human rights; to safeguard dignity and to ensure political, civil and economic freedoms in accordance with the Constitution and national legislation.



Ombudsman in Geneva at Discussion of the Second and Third Periodic Report of the Kingdom of Bahrain

April 2017: The Ombudsman responded to questions from the Committee Against Torture whilst attending discussion of the second and third periodic report of the Kingdom of Bahrain in Geneva on 24 April 2017. Assurances were given about the independence of the Ombudsman Office financially and administratively. A brief was provided on the establishment of the Office and its role in investigating allegations and complaints. The differences between the Ombudsman Office, Special Investigation Unit (SIU) and the Prisoners Detainees Rights Commission (PDRC); and the arrangements for coordination and cooperation between the three institutions, was explained.

3. Visits and Meetings



Meeting the President of the Association for the Protection of Migrant Workers

November 2016: The Ombudsman received the President of the Association for the Protection of Migrant Workers (MWPS). The Ombudsman explained that, from the early days, his Office has been committed to the principle of community communication. The Office is keen to host various meetings with members of resident communities in Bahrain and has organised such meetings in coordination with embassies representing these communities. In support of this commitment, the Ombudsman complaint form is also available in multiple languages and translators assist when complainants meet Ombudsman investigators.



Meeting with the Management of the Reform and Rehabilitation Centres of the Ministry of Interior

December 2016: The Ombudsman met with the senior team at the Bahrain Reform and Rehabilitation Directorate in the Ministry of Interior. The meeting was attended by directors from both organizations and reviewed joint working related to the reformation and rehabilitation of inmates. During the meeting, projects implemented by the Reform and Rehabilitation Directorate to improve the Reform and Rehabilitation and Detention Centres, and the services provided to inmates and detainees to promote respect and human rights, were all discussed.



The visit of a GCC Delegation from The Reform and Rehabilitation Directorates

December 2016: The Ombudsman received a delegation from the Reform and Rehabilitation directorates in the GCC, visiting the Kingdom of Bahrain to participate in the fifth round of the Gulf unified Detainee Week, held from 25 to 28 December 2016 under the motto "Together to Achieve Reform." The Ombudsman made a presentation about his Office performance statistics and described the standards applied when carrying out monitoring visits to prisons and detention centres.



Meeting with the Swiss Delegation

February 2017: The Ombudsman received a Swiss Delegation headed by Mr. Wolfgang Amadeus, Swiss Undersecretary for Political Affairs, accompanied by Etienne Tevez, Ambassador of Switzerland to the Kingdom of Bahrain and resident of Doha. The

Ombudsman welcomed the delegation organised within the framework of international cooperation, and explained the responsibilities of his Office for promoting human rights.



Meeting with British Parliament Member

February 2017: The Ombudsman met with Mr. Conor Burns, a Member of the British Parliament; the Conservative Party and Chair of the Bahrain Friendship Parliamentary Committee. The Ombudsman welcomed Mr. Burns; explained the responsibilities of his Office and its role in promoting respect for human rights. Important issues highlighted in the Ombudsman Annual Report; international cooperation and the training, visits and exchange of experience programme with UK experts, were all discussed.



Visit of US Senate Staff

February 2017: A US senate delegation paid a visit to the Ombudsman Office at its headquarters and was received by the Ombudsman and members of his team. The meeting discussed the Ombudsman Office efforts to promote respect for human rights; to ensure compliance with professional policing standards and to gain public confidence.

March 2017: The Ombudsman received a delegation from the Asia-Pacific Forum (APF) representing National Human Rights Institutions in Asia and chaired by Professor Chris Sidouti. The Ombudsman welcomed the visiting delegation and the Forum efforts in promoting the principles of human rights. The Ombudsman explained the role and responsibilities of his Office and expressed his hope for continued positive communication with the APF.



Visit of French Delegation to the Ombudsman Office

March 2017: The Ombudsman met with a delegation of the French-Bahraini Friendship Society in the French House of Representatives, headed by the Secretary of the Friendship Association Deputy “High Rhine” Region Representative Mr. Jean-Luc Raiters. The delegation was accompanied by a number of French legislators and businessmen. The Ombudsman welcomed the visit and the development of Bahraini-French relations in many fields.

4. Community Activities



The Deputy Ombudsman Presents Awards to Trainees

September 2016: The Deputy Ombudsman presented awards to Law trainees from the University of Bahrain on completion of a training module in the Ombudsman Office.



The Ombudsman Office Hosted an Educational Visit for a Group of Legal Researchers.

November 2016: The Ombudsman Office hosted an educational visit for a group of legal researchers who are receiving training in the Public Prosecution. The Director of Complaints made a presentation to the group about the Office, responsibilities, procedures, and the relationship between the Ombudsman and other oversight and investigation bodies. The Director explained how the establishment of the Ombudsman Office was part of the effort to promote the principles of human rights in all fields and especially in the field of security.

March 2017: Ombudsman staff participated in the “Eighth World Education Summit” in Bahrain which was hosted by Bayan School in cooperation with the Ministry of Education. A private booth was allocated for the Ombudsman Office to inform the visitors about its activities and various aims for making Bahrain society aware of its role.



Ombudsman Staff Participate in the Bayan School's Event





Section Five

Appendices

Appendix (A)

Directorate of Audit and Internal Investigations

About the Directorate of Audit and Internal Investigations:

Royal Decree No (27) of 2012 Concerning the Independent Ombudsman for the Ministry of Interior issued, as amended by Decree No (35) of 2013, provides the authority and duties of the Directorate of Audit and Internal Investigation at the Ministry of Interior. The authority and duties of the Ombudsman Office are as follows:

The Objectives:

1- Enabling the Ministry of Interior realizing security, safety, peacefulness and to effectively and fully build confidence among the public and police personnel.

2- Achieving awareness and security sense across the community by implementing the ministry's following principles:

Directorate of Audit and Internal Investigations specialisation:

- Prompt response.
- Transparency.
- Accountability.
- Partnership.
- Humanity.
- Efficiency

3- Preserving the rights and freedoms through advance and effective security, legal and administrative system which depends on specific, precise and easy regulations and procedures.

Complaints of Audit and Internal Investigations Responsibility:

- ▷ Receiving, reviewing and examining complaints submitted to any authority about the misconduct of members of the police force acting within the scope of their responsibilities. This also includes superior responsibility.

- ▷ Recording and retaining evidence and results of the examination of complaints, which allege misconduct by any member of the police force.
- ▷ Allegations of assault by any members of the police force justifying disciplinary action.

Complaints can be submitted by:

1- alleged wrongful act by member of the public security forces during practice of the member to his job or for the reason of practicing of his job.

2- alleged negative effect made by any member of the public security forces due to the previous act which resulted in some sort of loss, damage or an exposure to risk.

3- Representation of a complainant by written power of attorney and of the abovementioned cases.

Directorate of Audit and Internal Investigations Authority:

- ▷ Access to premises, information, data and documents, including those held on computers.
- ▷ Access to any person in order to obtain information or evidence.
- ▷ Considering and expressing settlement requests and civil settlement.

Ministries and public officials must facilitate the mission of the staff of the directorate and provide them with whatever date, information, and documents they request related to the subject matter of the complaint.

Directorate of Audit and Internal Investigation Duties:

The complaint is to be referred immediately to the Ombudsman's Office in any of the following cases:

- 1- Where the complaint involves death, physical injury or serious mistreatment suffered during, or following contact with a member of the Ministry of Interior.
- 2- Any misconduct by any member of the Ministry of

Interior that leads to a negative impact on public confidence in police force members

3- Upon a request by the Ombudsman.

Circumstances (1) and (2) include complaints against the Ministry of Interior or any police force members.

Directorate of Audit and Internal Investigations Tasks:

The Directorate shall undertake the following when it examines a complaint, which was submitted to it:

- ▷ Notify the competent department in the Ministry of Interior to bring disciplinary proceedings against any member of the Ministry of Interior where appropriate.
- ▷ Inform the Public Prosecution without delay if it is found within the complaint that it constitutes a criminal offense within its jurisdiction.
- ▷ If the Public Prosecution preserves the complaint referred to it, this does not prevent the Directorate from exercising its jurisdiction in relation to disciplinary action if needed.
- ▷ Notify the complainant and the person complained against, as soon as possible, by a report containing adequate and sufficient information that includes information on the steps already taken in examining the complaint, and its result.

How to file a complaint:

1. Call the Directorate's Hotline: 8008008
2. Send a complaint through fax: +973 17250696
3. Send the complaint electronically through the directorate email: iai@interior.gov.bh
4. Attend at the Audit and Internal Investigation Directorate Headquarter.
5. Submit a complaint through the one of the eleven directorate's complaint boxes which are located in all police directorates.

Directorate of Audit and Internal Investigation Statistics - 2016**Complaint Figures received each month:**

Months	No.
January	29
February	33
March	30
April	31
May	52
June	21
July	25
August	31
September	21
October	28
November	13
December	14
Total	328

Appendix (B)

Glossary of Terms

Complaint:

A claim lodged in relation to alleged misconduct committed by any employee of the Ministry of Interior in the course of, or because of, the performance of his duties, which might justify criminal or disciplinary proceedings.

Assistance Request:

A request for help related to an individual or group need, or an enquiry about procedures or information, where there is no allegation of misconduct.

Examples of requests include:

how to arrange a prison visit or phone call; arrangements for rehabilitation or detention centre medical services; and how to access education.

Out of Remit:

A case where the complaint is against a ministry or a body or individuals other than the Ministry of Interior or its employees, or is related to the decisions, directives and administrative control issued by the Ministry of Interior.

Initiated Cases:

The Ombudsman Office can open an investigation without the submission of a complaint where an act of misconduct may lead to a negative impact on public confidence in one or more employees of the Ministry of Interior.

Special Investigation Unit:

An Independent Judiciary Agency which specialises in investigating allegations of torture, cruel and degrading treatment against government officials, in accordance with the Istanbul Protocol.

Military Prosecution:

A judicial body specialised in investigating members of the General Security Forces.

Public Prosecution :

A division of the judiciary, which has jurisdiction over the investigation, indictment and pleadings before ordinary courts.

Disciplinary Proceedings:

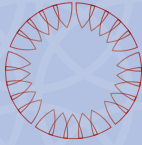
A penalty signed by the competent court or administration - according to the circumstances – for an offence committed by an employee of the Ministry of Interior in connection with: a prohibited act; the discharge of the duty of his job, an act of misconduct, or a violation of the dignity of the job.

Police Code of Conduct :

A Ministerial Resolution No. (14) for the year 2012 concerning issuing a Police Code of Conduct to provide organizational principles for police personnel, to promote mutual trust between the police and the community.



الأمانة العامة
للتظلمات
OMBUDSMAN
وزارة الداخلية Ministry of Interior



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