

Types of Action or inaction which Gives Rise to Complaints:

1. Injustice;
2. Failure to carry out legislative intent;
3. Unreasonable delay;
4. Administrative error;
5. Abuse of discretion;
6. Lack of courtesy;
7. Simple clerical error;
8. Oppression;
9. Oversight;
10. Negligence;
11. Inadequate investigation;
12. Unfair policy;
13. Partiality;
14. Failure to communicate;
15. Rudeness;
16. Maladministration;
17. Unfairness;
18. Unreasonableness;
19. Arbitrariness;
20. Arrogance;
21. Inefficiency;
22. Violation of law or regulations;
23. Abuse of authority;
24. Discrimination;
25. Disability to act;
26. Errors, mistakes, carelessness;
27. Disagreement with discretionary decisions;
28. Inconsistent with general course of an agency's function;
29. Mistakes in law or arbitrary in ascertainties of facts;
30. Based on irrelevant consideration;
31. Unclear or inadequately explained when reason should have been revealed;
32. Inefficiently performed;
33. And, all other acts of injustice that frequently the governors inflict upon the governed, intentionally or unintentionally.

American Bar Association
Administrative Law Section
Ombudsman Committee