

Country case: Online complaint form, New York State, Office of the Inspector General (US)

Description

The Inspector General's Office is entrusted with the responsibility of ensuring that the state government, its employees and those who work with the state meet the highest standards of honesty, accountability, and efficiency.

It has created an online complaint form to report allegations of misconduct in state government. The complaint form is created to have as much information as possible on:

- Who is engaging in misconduct?
- Which state agency is involved?
- What wrongdoing occurred?
- When did it happen?
- Are there witnesses to the misconduct that we can contact?
- What laws or agency regulations have been violated?

The form also asks for information about the complainer, but he/she can request confidentiality. In addition, also the complainer can provide information about the documentation in his/her possession that relates to his/her complaint. The form is available in other six languages including French, Spanish, Chinese and Russian.

Source: OECD (2015), [Effective Delivery of Large Infrastructure Projects: The Case of the New International Airport of Mexico City](#), OECD Publishing, Paris.

Public Procurement
Principle: **Accountability**

Procurement Stage:
All phases

Audience: **Policy Maker,
Procuring Entity, Private
Sector, Civil Society**