

## ABSTRACT

This Job Training aims to understand the procedures for complaints of maladministration, find problems and provide input on problems experienced by the Indonesian Ombudsman Representative of the Riau Islands Province in handling public complaints related to maladministration. The number of people who have not been aware of the existence of the RI Ombudsman as the Institute for Public Service Supervision and the number of unresolved public reports is the condition of the RI Ombudsman Representative of Riau Islands Province.

The methodology that the author uses to complete this project is divided into 3 (three) stages, namely: Preparation stage in the form of submission of proposals, Implementation Phase in the form of practical work for 3 (three) months, and Assessment and Reporting Phase in the form of preparation of practical work reports and assessment Ombudsman related to this report. The Design Stage itself is divided into 3 (three) rounds, namely: The Early Stage is in the form of observing and identifying, the Advanced Stage in the form of collecting data and designing solutions related to the object of the problem, and the Final Stage in the form of testing the solution. The author's project output form in this practical work report is to renew the Settlement Flow of the Ombudsman Report of the Republic of Indonesia by explaining the deadline or period of procedure for completing the report as stipulated in the Ombudsman Regulations and Public Service Regulations. The output of this project has been the Writer Present before the Head of the Indonesian Ombudsman Representative of the Riau Islands Province and the Coordinator of the Report Inspection and cannot be implemented.

The procedure for combining maladministration by the public with the Ombudsman is divided into 3 (three) stages, namely: the Acceptance and Verification Phase, the Inspection Phase and the Resolution and Monitoring Phase. After doing practical work in approximately 3 (three) months at the RI Ombudsman Representative of Riau Islands Province, the authors found several problems that were obstacles to the Ombudsman in resolving complaints or public reports on alleged maladministration, namely the absence of rules regarding deadlines or deadlines The Ombudsman in completing the report so that many of the community reports were not completed even up to 1 (one) year. Suggestions for these problems according to the author are by issuing Ombudsman Regulations related to deadlines or deadlines in resolving complaints or public maladministration reports in order to provide legal certainty, renewing the flow of report completion by providing an explanation of the time period so that the public can know how long the report is completed more active in promoting socialization activities with the community throughout the Riau Islands Province so that people can find out about Ombusman's duties and functions.

**Keywords:** *Ombudsman, Riau Islands, Maladministration, Procedure.*