



Robin K. Matsunaga  
Ombudsman

Mark G.S. Au  
First Assistant

OFFICE OF THE OMBUDSMAN  
STATE OF HAWAII

465 South King Street, 4<sup>th</sup> Floor  
Honolulu, Hawaii 96813

Tel: 808-587-0770 Fax: 808-587-0773 TTY: 808-587-0774  
complaints@ombudsman.hawaii.gov

DEPT. COMM. NO. 40

December 19, 2012

Honorable Shan S. Tsutsui  
President of the Senate  
State Capitol, Room 409  
415 S. Beretania Street  
Honolulu, HI 96813

Honorable Calvin K.Y. Say  
Speaker of the House of Representatives  
State Capitol, Room 431  
415 S. Beretania Street  
Honolulu, HI 96813

Pursuant to Section 96-16, Hawaii Revised Statutes, I am transmitting a copy of "Office of the Ombudsman, Report Number 43".

In accordance with Section 93-16, Hawaii Revised Statutes, we have also transmitted a copy of this report to the Legislative Reference Bureau Library.

The public may view an electronic copy of this report on our agency's website at the following link: [www.ombudsman.hawaii.gov](http://www.ombudsman.hawaii.gov).

Should you have any questions about this report, please do not hesitate to contact Carol K. Nitta at 587-0770, or via e-mail at [complaints@ombudsman.hawaii.gov](mailto:complaints@ombudsman.hawaii.gov).

Sincerely yours,

ROBIN K. MATSUNAGA  
Ombudsman

RKM:cn  
Enclosure  
c: Legislative Reference Bureau Library