

Complaints Procedure Public Awareness Information

Ministry	Ministry of Finance and Economic Management (MFEM)
Legislation Administered	<p>Principal Acts:</p> <ul style="list-style-type: none"> Ministry of Finance and Economic Management Act 1995-96. Statistics Act 1966 Customs Revenue and Border Protection Act 2012 Customs Revenue and Border Protection Act 2012 Explanatory Notes Customs Revenue and Border Protection Act 2012 Regulations Customs Tariff Act 2012 Income Tax Act 1997 (consolidated) Value Added Tax Act 1997 (consolidated to 01/01/2006) Departure Tax Act 2012 Legislation governing the application of taxes in the Cook Islands. Seabed Mineral Regulations 2013 <p>For additional legislation refer to http://www.mfem.gov.ck/ For policies and procedures refer to http://www.mfem.gov.ck/mfemdocs/treasury/financials-1/203-cigfppm-jan-2014/file</p>
Brief overview of Ministry	<p>MFEM is responsible for effective economic, fiscal, and financial management by Government. It provides the accompanying accountability arrangements, together with compliance with those requirements. MFEM is also responsible for Revenue Management, Development Coordination, Treasury and the Cook Islands Statistics Office.</p> <p>For additional information refer to http://www.mfem.gov.ck/</p>
General Nature of Complaints	<p>Generally complaints will be in relation to exercising the responsibilities imposed by the Legislation administered by the Ministry. They may also relate to the incorrect implementation of the Policies and Procedures referred to above.</p> <p>Some examples of the type of complaints that may be made are:</p> <ul style="list-style-type: none"> Taxation Assessments Purchasing and Tender irregularities Financial mismanagement Conflicts of Interest Staff conduct
Contact Details	<p>Initial complaint to Etuatina Drollett Phone number (682) 22878 Mobile Number Email address etuatina.drollett@cookislands.gov.ck Postal address PO Box 120, Avarua, Rarotonga Location Ministry of Finance and Economic Management Takuvaive Road (opposite Ministry of Justice and above Post Office)</p>