

5 October 2004

The Hon. J W Howard MP
Prime Minister
Parliament House
CANBERRA ACT 2600

Dear Prime Minister

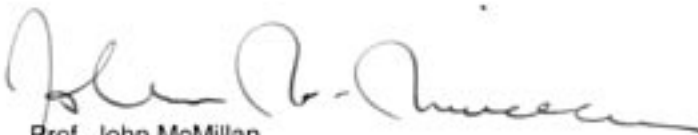
I have pleasure in submitting the twenty-seventh Commonwealth Ombudsman Annual Report for the year ended 30 June 2004, as required by s 19(1) of the *Ombudsman Act 1976*.

In accordance with s 19F(3) of the Act, the Report also contains the twentieth Annual Report of the Defence Force Ombudsman.

As required by s 38 of the *Complaints (Australian Federal Police) Act 1981*, the Report also deals with complaints made under that Act during the year ended 30 June 2004.

Section 19(4) of the Act requires that the Report be laid before each House of the Parliament within 15 sitting days of its receipt.

Yours sincerely



Prof. John McMillan
Commonwealth Ombudsman