



## ACRC protecting citizens from corruption, illegality and unfairness

### Protection of Public Interests from illegal or unfair administration

#### Handling civil petition for grievances

##### Definition of Civil Petition for Grievance

The term "civil petition for grievance" means a civil petition for the redress of a grievance pertaining to matters that infringe the rights of the people, or give any inconvenience or burden to people, due to unlawful, irrational, or passive disposition of an administrative agency, etc. or the irrational administrative system (Paragraph 5 of Article 2 of the Act on the Prevention of Corruption and the Establishment of the ACRC)

The ACRC investigates civil petition for grievances, and if it finds illegality or unfairness in a disposition, the ACRC issues recommendation for correction and expresses its opinions.

The ACRC mediates the petitioner and the appellee as a third party, producing an agreement and preventing conflicts.

#### Adjudication for administrative appeals

If foreign companies face an illegal or unfair disposition by an administrative agency, they can also file an administrative appeals with ACRC's Central Administrative Appeals Commission(CAAC).

Administrative appeals are effective in relieving grievances since the CAAC ruling binds the relevant administrative agency. Moreover, administrative appeals procedure is free, and compared to court proceeding, is much faster and simpler.

#### Institutional improvement

If the ACRC finds a need for improvement on related laws and regulations or other policies, the ACRC issues recommendation for improvement to the head of the relevant agency. Doing so helps remove chronic and systemic corruption and fundamentally resolves grievances.



## Introduction of ACRC Foreign Enterprise Ombudsman

When you face any corruption, illegality or unfairness while doing business in Korea, please contact the hotline below

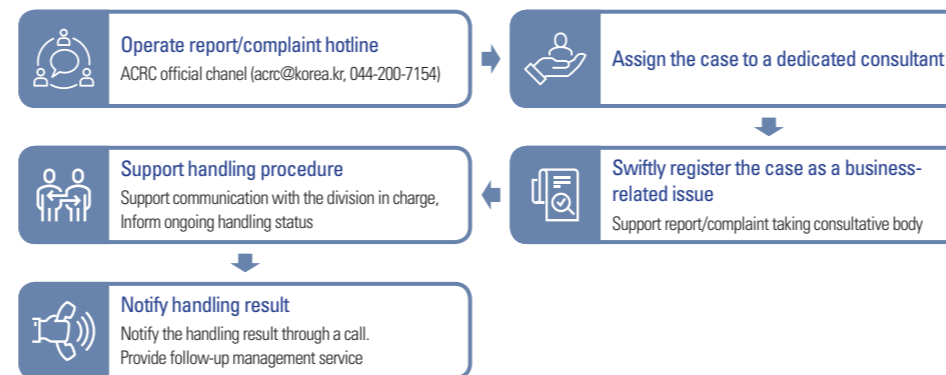


### ACRC Foreign Enterprise Ombudsman

Email : [acrc@korea.kr](mailto:acrc@korea.kr) Tell : 044-200-7154

- Regardless of the type of your case, whether it be report-filing, grievance-petitioning, or administrative appeal, a dedicated consultant will give you a holistic support throughout the handling procedure, informing what you have to do and giving interpretation and translation service.
- While your case is being handled, you will be informed of the handling status and be able to communicate with the division in charge in various ways. You will get the handling result via a call and get follow-up management as well. As such, Foreign Enterprise Ombudsman makes proactive efforts to resolve your cases throughout the whole procedure in a transparent way.

### ACRC Foreign Enterprise Ombudsman Procedure



ACRC will actively resolve grievances of foreign enterprises in Korea about corruption, illegality, and unfairness



## ACRC making a fair business environment without corruption and protecting citizens rights

The Anti-Corruption and Civil Rights Commission (ACRC) is Korea's representative anti-corruption and ombudsman agency committed to removing corruption and protecting the rights and interests of citizens from illegal and unfair administration.

To actively and effectively protect global companies in Korea as well, the ACRC set up a hotline for foreign businesses in Korea, ACRC Foreign Enterprises Ombudsman.

If a foreign company unfamiliar with Korea's administrative and legislative environments has suffered corruption or grievances but cannot find where to report the case or face a language barrier, please contact ACRC Foreign Enterprises Ombudsman.

Until the moment when your grievance is removed, ACRC Foreign Enterprises Ombudsman will do its best. Your case will be assigned to a dedicated consultant, who will provide you with a holistic support, giving all the information required, along with interpretation, translation and follow-up management services.



## ACRC protecting citizens from corruption, illegality and unfairness

### Prevention of corruption and protection of the public interest

#### 📌 Corruption report

Subjects to reporting to the ACRC are acts of corruption by public officials stated under paragraph 4 of Article 2 of the Act on the Prevention of Corruption and the Establishment and Management.

#### Act of corruption

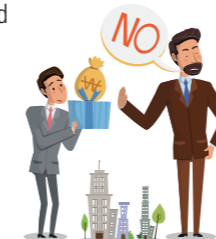
- The act of any public official's abusing his/her position or authority or violating statutes in connection with his/her duties to seek gains for himself/herself or any third party;
- The act of inflicting damages on the property of any public institution in violation of statutes, in the process of executing the budget of the relevant public institution, acquiring, managing, or disposing of the property of the relevant public institution, or entering into and executing a contract to which the relevant public institution is a party;
- The act of coercing, urging, proposing and inducing any act referred to in items the above acts of covering it up;



#### 📌 Improper Solicitation and Graft Act violation report/ legislative interpretation

According to the Improper Solicitation and Graft Act, established to eradicate the common practice of improper solicitation and entertainment-giving,

- anyone who has discovered a public official receiving improper solicitation or prohibited benefits, or committing other acts violating the Act can make a report to the ACRC; and
- anyone who needs clarity in the interpretation of the Act or wants to know if a specific case violates the Act can make a request to the ACRC.



#### 📌 Public fund false claim report

According to the Act on Prohibition of False Claims for Public Funds and Recovery of Illicit Profits, implemented to secure transparency and appropriateness in public fund spending, subjects to reporting include a false or excessive claim for public funds such as subsidies prescribed by the Presidential Decree, usage of such public funds for purpose other than specified purpose, or erroneous payment from such public funds.

#### 📌 Code of conduct violation report

According to Article 7 and 8 of the Act on the Prevention of Corruption and the Establishment and Management of the ACRC, codes of conducts for public officials should be set up to obligate public officials to fulfill their integrity duty.

So, anyone who has discovered a violation of the code of conducts can report such violation to the ACRC.

#### 📌 Public interest infringement report

According to the Act on the Protection of Public Interest Reporter, anyone can report to the ACRC the occurrence of or possibility of acts of infringing public interests in the area of public health and safety, the environment, consumer interests, fair competition, and public interest equivalent thereto that fall under the penalty provisions of the Acts prescribed in the attached Table of the Act or any act subject to administrative measures such as measures for the cancellation or suspension of approval or permission, etc.

To create a safe environment for reporters, the ACRC operates protection system for reporters and cooperators, such as personal protection, physical protection, and confidentiality system.

