

Ombudsmen

BAT: Describe and explain the work of
Ombudsmen
Begin to evaluate effectiveness of the
service

Starter

You have been given a sheet with 4 very recent articles
on from the BBC website

What do they all have in common?

Read Case Study on page 172 of book and
answer Q 1-4

- <http://www.bbc.co.uk/news/health-12464831> nhs website
- <http://news.bbc.co.uk/1/hi/england/cornwall/8426660.stm>
- <http://www.bbc.co.uk/news/10205915>

The word 'ombudsman' comes from the old Swedish word that means **representative**

- It is another way of **resolving a complaint**
- Usually it refers to an **official** appointed to provide a check on **government activity** in the interests of the individual citizen



The ombudsman looks into the problem
and if he/she finds the complaint to be
substantiated they:

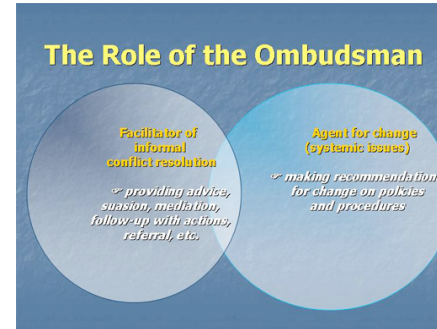
- 1. Get the problem rectified
- 2. May publish a report making recommendations for a change.



What type of complaint can the ombudsman investigate? The ombudsman's job is to investigate cases of maladministration. Examples of maladministration include:

an organisation not following its own policies or procedures

- 1 rudeness
- 2 delay in taking action or failing to take action
- 3 treating someone unfairly compared to others
- 4 giving wrong or misleading information.



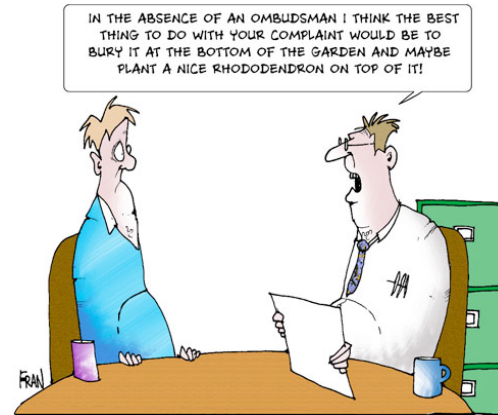
Most common ombudsmen - Parliamentary and health Service

- Can refer to a person appointed by a non government organisation e.g. [Estate Agent Ombudsman](#)



What sort of things can the ombudsmen NOT deal with?

- Anything that should go through the courts
- A complaint from an individual - the complaint must come through an MP

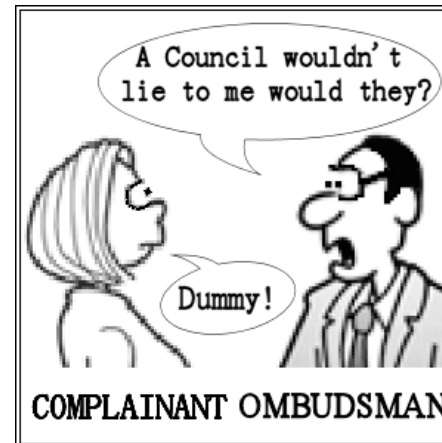


Ombudsmen have been appointed in the following areas:

- the parliamentary and health service
- the local Government
- financial service
- european
- legal service
- estate agents
- housing
- prisons and probation ombudsman
- energy supply

Read case study on Page 174

- Answer Q 1-3 on page 174 (Activity 7)
- Now answer Q1-8 Activity 8 on page 175



http://www.adviceguide.org.uk/index/your_rights/civil_rights/how_to_use_an_ombudsman.htm

- <http://www.bbc.co.uk/news/10205915> - example
- http://news.bbc.co.uk/1/hi/uk_politics/election_2010/england/8656292.stm