



**British and Irish  
Ombudsman Association**

**Annual Report**  
2006–2007

**bioa**

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## Objects of the Association

### The objects of the Association are to:

- encourage, develop and safeguard the role and title of Ombudsmen in both the public and private sectors
- define, publish and keep under review criteria for the recognition of Ombudsman offices by the Association
- accord recognition publicly to those persons or offices who satisfy the defined criteria for recognition in:
  - the United Kingdom
  - the Republic of Ireland
  - the Channel Islands
  - the Isle of Man
  - the British dependent territories
- formulate and promote standards of best practice to be met by Ombudsmen in the performance of their duties
- hold meetings, conferences and seminars, publish information and engage in all such other activities as may improve public awareness of recognised Ombudsman schemes and encourage their efficiency and effectiveness

## Foreword by the Chair of the Association

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Once again, this has been a busy and productive year for BIOA, details of which are described later in this Report. Not only has it continued with a challenging programme of work, but it has also been very active in its representational and advisory roles, consulting with government departments and other organisations about new Ombudsman schemes. In addition, the Association continued to develop its relationship with the Council on Tribunals. The Council will, once the Tribunals and Courts Bill is enacted later this year, become the new Administrative Justice and Tribunals Council which will have a wider strategic overview of the whole administrative justice landscape.

In terms of providing information and networking opportunities for members and their staff, BIOA maintained this valuable role during the year with the extended 2006 Annual Meeting in Dublin at the beginning of the year, two special seminars and meetings of its special interest groups. Very many staff members of member schemes contribute to and participate in these events with great enthusiasm and energy. The biennial Conference, which actually takes place during 2007/2008, remains as popular as ever. *The Ombudsman* newsletter continues to be a widely-read source of information. Like my predecessors, I am very grateful to the whole Editorial Board for their considerable efforts, but in particular to Matt Merigan who stands down after eleven years on the Editorial Board and nine years as Editor. The newsletter has gone from strength to strength under his Editorship, and we are all most grateful to him.

As well as a new Chair this year, three new members were elected to the Executive Committee when Ann Abraham, Caroline Gill and Linda Costelloe Baker stepped down at the end of last year. Ann had been Chair for two years, and on the Committee for the previous three years. Both Linda and Caroline had been on the Committee for three years. We are most grateful to all of them for their energy and commitment.

I am also grateful to Jodi Berg and Caroline Mitchell for leading the two Working Groups during the year, on *Principles of good complaint handling* and *Governance* respectively, and to the members of both Groups. Details of the work of the Groups are given later in the Report. As mentioned in Issue 30 of *The Ombudsman* late last year, a third activity to be considered by BIOA this year is the professional development of Ombudsmen staff.

It is gratifying that the Association continues to grow with new members from both the UK and the Republic of Ireland. This is, of course, primarily to do with the continued growth of Ombudsmen and other redress schemes, in both the private and public sectors. However, it is particularly pleasing that these new schemes actively seek BIOA membership and are generally keen to ensure that they are set up from the beginning to conform with the BIOA criteria for full membership.

Finally, it is well worth stating that the Association only functions and flourishes with the efforts and good will of its members and the staff of member schemes who all contribute enormously to its success. With a full-time staff of just one (the Secretary), the Association relies heavily on an army of volunteers, be they on the Executive Committee, Validation Committee, the Editorial Board of the newsletter or Chairs of the various Working Groups and Special Interest Groups. Thank you to you all. The Association values the opportunity to use meeting facilities in member schemes' offices and for the hospitality always received during meetings.

*Tony Redmond*



## Annual meeting 2006

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The 2006 Annual Meeting took place in Dublin on 22 and 23 May and was enjoyed and attended by some 140 BIOA members, staff and member schemes and guests. There was an 'Irish Day' on 22 May, focusing on the 'I' in BIOA, giving BIOA members in the Republic of Ireland and Northern Ireland an opportunity to inform and update colleagues on their work and discuss with them current issues and developments.

The programme for 22 May, held at the magnificent and recently-refurbished Royal College of Physicians of Ireland, consisted of a Seminar on current all-Ireland issues and developments.

The session was introduced jointly by Ann Abraham, BIOA Chair, and Emily O'Reilly, Ombudsman for Ireland. The session was chaired by Tom Frawley, the Northern Ireland Ombudsman.

The speakers were:

- Dr Maurice Manning – President, Republic of Ireland Human Rights Commission
- Bob Collins – Chief Commissioner of the Northern Ireland Equality Commission
- Joe Meade – Republic of Ireland Financial Services Ombudsman
- Nuala O'Loan – Northern Ireland Police Ombudsman

In the evening, many of those present attended a Reception at Government Buildings, hosted by Tom Kitt, Minister of State at the Department of the Taoiseach.

The formal Annual Meeting of the Association on 23 May was held, by very kind courtesy of the Irish Government, in the impressive Dublin Castle International Conference Centre

Guest speakers, talking on the theme of *Ombudsmen: a perspective from the island of Ireland*, were:

- Dermot Ahern TP – Minister for Foreign Affairs, Republic of Ireland
- David Hanson MP – UK Minister of State for Northern Ireland

Unfortunately, due to unavoidable Parliamentary business in Westminster, David Hanson was, in the event, unable to be present and his speech was read by Tom Frawley.

The meeting was followed by lunch, after which, there was a guided tour of the Castle's splendid State Apartments for those who wished to see them.

## Seminar at Clifford Chance

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On 6 July, BIOA ran a Seminar, kindly hosted by Clifford Chance, Solicitors at their Canary Wharf premises in Docklands, London. The Seminar, entitled: Trends in consumer redress – emerging Ombudsmen in the Private Sector resulted from an earlier UK Department of Trade and Industry consultation paper: Strengthen and streamline consumer advocacy (consumer representation and redress). It was felt that BIOA could usefully provide a forum for discussing these interesting issues relating to the regulated sectors including energy, water, post, aviation and property.

The Seminar was chaired by Tony Redmond, BIOA Chair, and the speakers were:

- Edward Blades – Assistant Director, Economic Regulation Team, Department of Trade and Industry
- Elizabeth France – Telecommunications Ombudsman
- Walter Merricks – Chief Ombudsman, Financial Ombudsman Service
- Duncan Sedgwick – Chief Executive, Energy Retail Association

The Seminar was attended by some 100 delegates from Ombudsmen schemes, relevant industry sectors, regulators and consumer bodies, as well as from four different UK Government departments.

## Autumn Seminar 2006

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During the years between BIOA Conferences, the Operational Management Interest Group traditionally holds an all-day seminar for BIOA members and staff of member schemes. This year was no exception, and the Autumn Seminar was held in London on 3 October 2006 at the premises of Lawrence Graham, Solicitors. We are very grateful for the use of their facilities once again.

The two topics discussed at the Seminar were:

- Morning session: 'First Contact' – looking at the issues around how complainants could and should expect to be treated and handled on first contacting a complaint-handling scheme.

This session was chaired by Tony Redmond, BIOA Chair, and the speakers were:

- Paul Kendall – Head of Customer Contact Division at the Financial Ombudsman Service
  - Jan Smith – Head of External Affairs at the Consumer Credit Counselling Service
  - James Sandbach – Social Policy Officer at Citizens Advice
- Afternoon session: 'Accessibility' – exploring the issues around how accessible schemes should be to potential complainants, and especially to those with special accessibility needs.

This session was chaired by Professor David Graham QC, Visiting Professor of Insolvency Law, Kingston University, and the speakers were:

- Dr Christina Julios – Director of Policy and External Affairs at the Ethnic Minority Foundation
- Nick O'Brien – Director of Legal Services at the Disability Rights Commission
- Andrew Bradley – Communications Manager at The Ombudsman Service Limited

The Seminar was attended by some 100 delegates, made up of Ombudsmen and staff members.

## Annual Meeting 2007

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The 2007 Annual Meeting takes place at the University of Warwick on 26 April, immediately before the Association's Biennial Conference.

## Conference 2007

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The Association's 2007 Conference takes place at Scarman House Conference Centre, University of Warwick on 26 and 27 April.

The event has, in recent years, been over-subscribed so, to avoid disappointment this time, the size of the Conference has been increased from 130 delegates to 200 delegates. This means that we shall occupy the whole of the Scarman House residential facilities.

The overall theme of the Conference is – ***Ombudsmen: boundaries and balance***. It will take a similar form to that of previous years with plenary sessions, workshops and a formal dinner on the evening of Thursday, 26 April. There will be a mix of external speakers and those from within BIOA.

A full report will be included in Issue 32 of *The Ombudsman* newsletter, as well as in the 2007/2008 Annual Report.

## External relations

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### Liaison meetings with government

The Association continues to have dialogue with the UK Government about Ombudsman issues.

The Association held meetings in April and December 2006 at the Cabinet Office to discuss matters of interest with representatives of the Cabinet Office, the Department of Constitutional Affairs (DCA) and the Department of Trade and Industry (DTI). The following topics were discussed at the meetings:

- Reform of public sector Ombudsmen services in the UK (Regulatory Reform Order)
- Reform of legal services in England and Wales (Legal Services Bill)
- Compensation Bill
- Tribunals, Courts and Enforcement Bill
- Consumer representation and redress (Consumers, Estate Agents and Redress Bill)
- BIOA work programme and its joint initiatives with the Council on Tribunals
- Review of liaison between government departments and BIOA

## Responding to consultations

During the year, the Association has responded to the following consultation papers and requests for evidence:

- DTI consultation paper: Strengthen and Streamline Consumer Advocacy – consumer representation and redress (in the UK)
- DCA consultation on the Compensation Bill: Consultation on the Scope Order, Regulations and Conduct Rules
- DCA: submission of written evidence on the Draft Legal Services Bill
- Scottish Parliament: Submission of written evidence to the Finance Committee's Accountability and Governance Enquiry into Parliamentary Commissioners and Ombudsmen
- Scottish Parliament: submission of written evidence on the Legal Aid (Scotland) Bill

The Association also continues to make strenuous efforts to encourage government bodies setting up new schemes which meet the BIOA criteria for Voting membership to be called Ombudsman schemes, rather than other names such as Commission.

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## Working with the Council on Tribunals

During the year, the Association continued to forge closer links with the Council on Tribunals (CoT). The Council supervises the constitution and working of tribunals and inquiries in England, Wales and Scotland. The Tribunals, Courts and Enforcement Bill, introduced into Parliament in November 2006, proposes that the Council become the Administrative Justice and Tribunals Council (AJTC) with a strategic overview of the administrative justice landscape, of which Ombudsmen are part, along with the courts, tribunals and a range of alternative dispute resolution mechanisms.

Meetings between members of the Executive Committee and the Chairman of the Council, Lord Newton, and members of its Secretariat, were held in April and November 2006.

There are also the following joint initiatives:

- Bernard Quoroll, a member of the Council and Chairman of its Dispute Resolution Group, sits as a member of the BIOA *Principles of good complaint handling* Working Group.
- Jodi Berg and the Association's Secretary both attend meetings of the Council's Dispute Resolution Group which, among its other work, commissioned an exercise during early 2006 to map the Ombudsman and complaint-handling landscape, as part of a wider ongoing exercise to map the entire administrative justice landscape. This initial exercise is being managed jointly by BIOA and the Council. Gordon Adams (former BIOA Secretary) and Margaret Doyle (ADR consultant and Board/Council member of two BIOA member schemes) have been commissioned by the Council to undertake the work. A comprehensive list of schemes and organisation has been drawn up, together with a draft questionnaire intended to populate an information database. A pilot scheme is progressing to trial the questionnaire.

## Other meetings

During the year, the Association has held meetings with the following:

- Delegation from the Japanese Ministry of Internal Affairs and Communications
- Energy Retail Association
- Royal Mail and Postcomm
- Furniture Industry Retail Association
- British Retail Association
- *The Lawyer* newspaper

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## Work in progress

### *Principles of good complaint handling* Working Group

This Working Group finished its initial work this year with the completion of the BIOA *Guide to principles of good complaint handling* and the *Spotlight* self-assessment toolkit, both to be launched at the 2007 BIOA Conference.

The Working Group brought together BIOA members from public and private sector schemes, both large and small, from both Britain and Ireland, as well as a colleague from the UK's Council on Tribunals, in recognition of our mutual interest in promoting a holistic response to consumer complaints. The members of the Working Group, both originally and subsequently co-opted) were:

Jodi Berg (Chair)	Independent Complaints Reviewer
Mike Biles	Housing Ombudsman
Alice Brown	Scottish Public Services Ombudsman
Stephen Carr-Smith	Former Ombudsman for Estate Agents
Estelle Clark	Quality Director, Financial Ombudsman Service
Baroness Rennie Fritchie	Former Commissioner for Public Appointments
Ros Gardner	Independent Complaints Mediator for the Criminal Records Bureau
Walter Merricks	Chief Ombudsman, Financial Ombudsman Service
Ian Pattison (Secretary)	Secretary, British and Irish Ombudsman Association
Simon Oakes	Head of Office, The Adjudicator's Office
Bernard Quoroll (ex-officio)	Member of the Council on Tribunals
Lewis Shand Smith	Deputy Scottish Public Services Ombudsman
Pat Whelan	Director General, Office of the Ombudsman for Ireland
Jerry White	Local Government Ombudsman

To support the publication of the *Guide* and the use of the *Spotlight* self-assessment toolkit, there are three training workshops planned in London and Dublin during 2007. The dates will be announced at the BIOA Conference.

## Governance

The issue of governance was examined at a workshop at the 2005 Conference where different models from the range of Ombudsmen schemes were described and discussed and a recommendation was made that the Association should take forward exploration of the issues. It was also a key issue raised during the consultation with members last year. More recently it was raised as an issue which required further and specific consideration in the *Principles of good complaint handling* Working Group.

The Conference workshop took 'governance' to mean issues relating to the leadership, direction and control of an organisation and with ensuring that its purpose and objectives were known and achieved. In short, it concerns how the appointment of an Ombudsman is handled, the funding and rules of the particular scheme and the arrangements for accountability. These underpin the independence that is necessary for an Ombudsman. Effective governance establishes confidence in stakeholders and helps secure more efficient delivery of the service.

The BIOA Executive Committee set up a Working Group during 2006 with the following terms of reference:

- To identify the general principles of 'integrated governance' relevant to Ombudsman and complaint-handling schemes which allow those schemes to function appropriately. 'Integrated governance' is where positive corporate governance is a value embedded throughout all of the organisation
- To draw up a statement of those principles which underpin the BIOA core criteria of independence, fairness, effectiveness and accountability, while recognising the diversity of schemes and the need for flexibility
- To publish a high-level statement of the principles which can be used as a guiding principle by existing schemes, by those seeking to set up new Ombudsman and complaint-handling schemes and also by other interested parties such as consumer organisations and the recipients of schemes' services

The members of the Working Group, which has met in July and October 2006, and again in February 2007, are:

Mike Biles	Housing Ombudsman
Brian Coulter	Prisoner Ombudsman for Northern Ireland
Jim Dyer	Scottish Parliamentary Standards Commissioner
Caroline Gill	Deputy Financial Services Ombudsman, Ireland
Phil Latus	Case Director, Independent Case Examiner
Caroline Mitchell (Chair)	Ombudsman, Financial Ombudsman Service
Ian Pattison (Secretary)	Secretary, British and Irish Ombudsman Association

Shelley Radice	Removals Industry Ombudsman
Jane Vass	Independent Researcher, Council Member – Ombudsman for Estate Agents

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## Professional development

The topic of training and accreditation was the subject of a small working group set up during 2005 as a sub-group of the Personnel, Training and Development Interest Group. It did some very valuable work and reported to the BIOA Executive Committee in May 2006. The Committee acknowledged the considerable work done by the Working Group, but it was decided to take the matter forward at that stage. The whole issue of professional development, including accreditation and CPD, is to be looked at again by the Executive Committee, and may be the subject of a fresh Working Group later this year.

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## Membership

Membership of the Association at 31 March 2007, compared with a year ago, is as follows:

Members	Now	A year ago
Total	128	127
Voting membership	28	27
Corporate Associate membership	41	37
Individual Associate membership	59	63

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## New members

The Association was pleased to welcome the following new member schemes during the year:

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## Voting members:

- Bermuda Ombudsman – represented by Arlene Brock, the Ombudsman
- Ombudsman for the Defence Forces, Ireland – represented by Paulynn Marrinan Quinn, the Ombudsman
- Waterways Ombudsman – represented by Hilary Bainbridge, the Ombudsman (previously a Corporate Associate member)

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## Corporate Associate members

- An Coimisinéir Teanga (Irish Language Commissioner) – represented by Seán Ó Cuirreán, the Commissioner
- Regulation and Quality Improvement Authority, Northern Ireland – represented by Stella Burnside, Chief Executive
- Law Society of Ireland – represented by John Elliot, Registrar of Solicitors and Director of Regulation
- Judicial Appointments & Conduct Ombudsman (England and Wales) – represented by Sir John Brigstocke, the Ombudsman
- Northern Ireland Human Rights Commission – represented by Monica McWilliamas, Chief Commissioner
- Northern Ireland Judicial Appointments Ombudsman – represented by Karamjit Singh, the Ombudsman
- Lottery Forum – represented by Brendan Carey, Head of Lottery Forum Strategy

## Executive Committee

The role of the Executive Committee is to manage the Association on behalf of members. The membership of the Committee during 2006/07 has been:

Tony Redmond (Chair)	Chairman of the Commission for Local Administration in England and Local Government Ombudsman
Jodi Berg	Independent Complaints Reviewer and Independent Case Examiner
Alice Brown	Scottish Public Services Ombudsman
Elizabeth France	Telecommunications Ombudsman and Energy Supply Ombudsman
Caroline Mitchell	Ombudsman, Financial Ombudsman Service
Emily O'Reilly	Ombudsman for Ireland
Ian Pattison	Secretary

The Executive Committee met five times during the year.

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## Validation Committee

The role of the Validation Committee is to advise the Executive Committee on whether applications for voting membership should be approved. The Validation Committee's membership during 2006/07 in addition to Tony Redmond, Chair of the Association, has been:

Ann Abraham	UK Parliamentary and Health Service Ombudsman for England
Gordon Adams	Former BIOA Secretary
Mary Seneviratne	Professor of Research, Nottingham Law School
Helena Wiesner	Consumer Consultant
Ian Pattison	Secretary

The Validation Committee met two times during the year, and also considered other applications without the need for an actual meeting.

The Association is most grateful to the members of the Validation Committee for making themselves available to consider applications for membership.

## The Ombudsman

*The Ombudsman* newsletter is produced three times a year under the supervision of an editorial board and has a circulation of around 1000 copies. Each issue contains news items, profiles of senior staff and a number of feature articles. During the year there have been major articles on the following topics:

- Making links in Montevideo (Eric Drake)
- The Provincial Ombudsman for Vojvodina (Peter MacMahon)
- Quality assurance in Ombudsmen schemes
- Positive about equality: Ombudsmen and the Equality Act 2006 (Nick O'Brien)
- Reflections on 20 years as an Ombudsman BIOA Annual Meeting 2006 (Pat Thomas – former Local Government Ombudsman)
- The Surveyors' Ombudsman Scheme in Scotland (Steven Gould and Ian Smith)
- Reflections on leaving office (Joseph Sammut – former Malta Ombudsman)
- First impressions of the Office of the Northern Ireland Ombudsman (Gerry McBride)
- Public Administration International's study programme (Claire Cameron)
- A meaningful apology (Carolyn Hirst)
- The new Garda Síochána Ombudsman Commission (Matt Merrigan)

The membership of the Editorial Board during the year has been:

Matthew Merrigan (Editor)	Investigator, Office of the Ombudsman for Ireland
Barbara Batchelor	Public Relations Manager, Office of the Parliamentary and Health Service Ombudsman
Carolyn Hirst	Deputy Scottish Public Services Ombudsman
Alison Hoyland	Consumer and Parliamentary Liaison, Financial Ombudsman Service
Tony King	Ombudsman, Financial Ombudsman Service
Nick O'Brien	Director of Legal Services, Disability Rights Commission
Ian Pattison	Secretary, British and Irish Ombudsman Association
Hilary Pook	Communications and Records Manager, Commission for Local Administration in England
Rafael Runco	Deputy Housing Ombudsman

## The website

The revised BIOA website ([www.bioa.org.uk](http://www.bioa.org.uk)) has been in place since April 2006. Shortly, a 'members' only' site will be added so that BIOA information can be displayed and viewed, including:

- Notes of Interest Group and Working Group meetings
- Information about forthcoming events
- Consultation documents

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## Finances 2005/2006

The income for the year, including the surplus from the 2005 Conference of £7,266 (€10,267), was £93,200 (€131,691). Expenditure was £78,939 (€111,541), giving a total surplus for the year of £14,261 (€20,150), thereby increasing the Association's reserves to £81,843 (€115,644).

*(Note: figures shown in Euros are calculated at the exchange rate on 31 March 2006 of 1.413 Euros to the Pound Sterling)*

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## Finances 2006/2007

The income for the year, including the surplus from the Autumn Seminar of £3,824 (€5,634), was £92,732 (€136,631). Expenditure was £88,209 (€129,967), giving a total surplus for the year of £4,523 (€6,665), thereby increasing the Association's reserves to £86,367 (€127,253).

*(Note: figures shown in Euros are calculated at the exchange rate on 31 March 2007 of 1.4734 Euros to the Pound Sterling.)*

## Special interest groups

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The Association has four Interest Groups which meet once or twice a year. These Interest Groups facilitate communication between schemes and enable staff to share ideas and issues of concern, and to disseminate good practice. Meetings are held at the offices of member schemes, and the Association is very grateful for those facilities being made readily available.

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### Operational Management Interest Group

The Operational Management Interest Group (formerly the Managers' Group), instead of holding formal meetings, now runs mini-seminars with attendees invited according to their interests, rather than having a fixed membership of the group. These meetings are organised by a small standing committee, chaired by Nigel Karney.

One such seminar about customer satisfaction surveys was held during May 2006 at Millbank Tower, which may become the permanent venue for these events. A one-day seminar was held during October 2006 (see Autumn Seminar above).

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### Legal Interest Group

The Legal Interest Group brings together legal advisers and those with interests in legal matters within member schemes, including some of the Ombudsmen themselves. It is chaired by John Tate, Legal Adviser to the Independent Police Complaints Commission. Three meetings of the Group were held this year, in April 2006 at the offices in London of the Parliamentary and Health Service Ombudsman, in October 2006 at the offices in London of the Independent Police Complaints Commission, and then in March 2007 at the offices in Reading of Independent Adjudicator for Higher Education.

The Group is also running a Workshop on 'Judicial Review' at the 2007 BIOA Conference.

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### Public Relations and Communications Interest Group

The Public Relations and Communications Interest Group brings together Communications professionals and those with an interest in PR/Communications matters in member schemes. It was chaired last year by Barbara Batchelor, Public Relations Manager at the Office of the Parliamentary and Health Service Ombudsman. This year, the Chair was taken over by Shelley Radice, the Removals Industry Ombudsman. The Group met twice this year, in September 2006 at the Office of the Immigration Services Commissioner in London, Reading, and in March 2007 at the offices of the Financial Ombudsman Service in London's Docklands.

The Group is also running a Workshop on 'Complaint handling and the Media' at the 2007 BIOA Conference.

## **Personnel, Training and Development Interest Group**

The Personnel, Training and Development Interest Group brings together HR professionals and those with an interest in personnel, training and development in member schemes. It was chaired last year by Eric Drake, Deputy Scottish Public Services Ombudsman. This year, the Chair was taken over by Peter Stansfield, HR Director at the Financial Ombudsman Service. The Group met twice this year, in September 2006 at the Office of Immigration Services Commissioner in London, and in March 2006 at the offices of the Financial Ombudsman Service in London's Docklands.

The Group is also running a Workshop on 'Training, Accreditation and CPD' at the 2007 BIOA Conference.

## **Members of the Association at March 31 2007**

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### **Voting (full) member schemes**

Bermuda Ombudsman  
Estate Agents Ombudsman  
Financial Ombudsman Service, UK  
Financial Services Ombudsman, Ireland  
Financial Services Ombudsman, Isle of Man  
Health Service Ombudsman for England  
Housing Ombudsman Service  
Independent Police Complaints Commission  
Legal Services Ombudsman, England and Wales  
Local Government Ombudsmen, England  
Northern Ireland Ombudsman  
Ombudsman for Ireland  
Ombudsman for the Defence Forces, Ireland  
Otelco (Telecommunications Ombudsman)  
Pensions Ombudsman  
Pensions Ombudsman of Ireland  
Police Ombudsman for Northern Ireland  
Public Services Ombudsman for Wales  
Removals Industry Ombudsman  
Scottish Legal Services Ombudsman  
Scottish Public Services Ombudsman  
Standards Board for England  
UK Parliamentary Ombudsman  
Waterways Ombudsman

## **Associate members**

### **Consumer Organisations**

Citizens Advice (National Association of Citizens Advice Bureaux)  
Scottish Consumer Council  
Complaint-Handling Bodies  
Adjudicator, Revenue and Customs, Valuation Office Agency, Public Guardianship Office, and the Insolvency Service  
Advertising Standards Authority  
An Coimisinéir Teanga (Irish Language Commissioner)  
Commission for Public Appointments  
Complaints Adjudicator for Companies House  
Complaints Commissioner to the General Council of the Bar  
Criminal Records Bureau  
DRS-CI Arb (Dispute Resolution Service at the Chartered Institute of Arbitrators)  
Garda Síochána Complaints Board, Ireland  
Greffier of the States of Jersey  
Healthcare Commission  
Immigration Services Commissioner  
Independent Assessor of Military Complaints Procedures (Northern Ireland)  
Independent Case Examiner for the Child Support Agency and Northern Ireland Social Security Agency  
Independent Complaints Reviewer, Land Registry, Public Records Office, Charity Commission, and Housing Corporation  
Independent Review Service for the Social Fund  
Information Commissioner  
Institute of Chartered Accountants of Scotland (Legal Services Department)  
Judicial Appointments & Conduct Ombudsman  
Law Society of Ireland  
Law Society of Scotland (Client Relations Office)  
Lay Observer for Northern Ireland  
Legal Complaints Service (Law Society of England and Wales)  
Lottery Forum  
Northern Ireland Commissioner for Children and Young People  
Northern Ireland Human Rights Commission  
Northern Ireland Judicial Appointments Ombudsman  
Office of the Independent Adjudicator for Higher Education  
Ombudsman for Children, Ireland  
Ombudsman for Gibraltar  
Prisoner Ombudsman for Northern Ireland  
Prisons and Probation Ombudsman for England and Wales  
Regulation and Quality Improvement Authority, Northern Ireland  
Royal Institution of Chartered Surveyors (Directorate of Professional Regulation and Consumer Protection)  
Scottish Information Commissioner  
Scottish Parliamentary Standards Commissioner  
Scottish Prisons Complaints Commissioner  
Standards Commission for Scotland  
Surveyor Ombudsman, Scotland

### **Individual Associate Members – 59**





**British and Irish  
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April 2007