



Paul Gill, Committee Clerk
Ad Hoc Committee on the Public Services Ombudsperson Bill
Room 254, Parliament Buildings
Ballymiscaw
Stormont
BELFAST
BT4 3XX

22 May 2015

Dear Mr Gill,

Submission to be considered by Ad Hoc Committee on the Public Services Ombudsperson Bill

Please find below my recommendations for the Committee during their consideration of the Public Services Ombudsman Bill.

My negative experience with public services in Northern Ireland and subsequently with the Northern Ireland Ombudsman Office has led me to provide the following recommendations:

1. Ombudsman becomes an Arm's Length Body
2. Accountability must answer pertinent questions
3. Scrutiny of Ombudsman imperative – independent review
4. Maladministration clearly defined in the legislation
5. Ombudsman discretion should have stringent guidelines
6. Power of oath to be used where versions of events differ
7. Complaints and all evidence to be seen by all respondents for comment
8. The complainants and defendants receive draft reports at the same time
9. Any breaches of the above should evoke disciplinary action
10. Serious ombudsman maladministration and misconduct found should be reported to PSNI

My grievance has been on-going for 17 years since the illness and passing of my husband. I have yet to receive closure on this issue and hope by contributing to this legislation will go some way in allowing me to do so. I am keen to present to the committee on the above.

I look forward to hearing from you.

Yours sincerely,



Joan Hassin