

Bernard Jenkin MP  
Chair, Public Administration and Constitutional Affairs Committee  
House of Commons  
London, SW1A 0AA

04 July 2016

*Dear Bernard*

I am writing to let you know that I have decided to resign. This is in the context of the handling of correspondence about our previous Managing Director.

We now have Sir Alex Allan's Independent Review into these matters and are giving it careful consideration. I am determined to publish the findings of the review as soon as the proper processes are complete. Publication is likely to be some weeks away.

I am letting you know my decision now, before recess, because I wanted you to have the opportunity, should you wish to do so, to consider options for a future appointment including a joint appointment to the Chair and Ombudsman roles of both the Parliamentary and Health Service Ombudsman (PHSO) and the Local Government Ombudsman (LGO).

Throughout my time at PHSO, I have argued passionately that the public and Parliament will be better served by a new Public Ombudsman Service providing easier access and the powers to address the injustice people experience as a result of failures in public services.

The Boards of PHSO and LGO met two weeks ago and reaffirmed their joint commitment to this new Public Ombudsman Service. They also committed to making as much joint progress as possible towards a new service prior to legislative reform.

In my view, it would be immeasurably easier for the two organisations to make progress if there is a joint appointment to the Chair and Ombudsman roles for both organisations. I hope you share this view and that my decision will create a timely opportunity for you and Government to consider a joint appointment to lead the process of reform.

With regard to the handling of correspondence about an Employment Tribunal's criticisms of our previous Managing Director - I have accepted and taken responsibility for mistakes I



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made. As soon as I realised, I took action to put things right and prevent it happening again. I also asked the Board to commission the Independent Review. I immediately offered to resign. However, my Board asked me to stay to provide stability and continuity of leadership for the organisation and service and await the outcome of the review before considering my own position. I am letting you know my decision now in order to facilitate the process of Ombudsman reform.

I have informed Her Majesty The Queen of my decision to resign. Given the unusual nature of the appointment as a 'corporation sole' I have agreed with my Board that I will stay until you have made a new appointment so that the work of the office can continue.

Yours sincerely,

A handwritten signature in black ink that reads "Julie Mellor". The first letter 'J' is large and loops around the start of the name.

**Dame Julie Mellor, DBE**  
**Chair and Ombudsman**