



Public Administration and Constitutional Affairs
Select Committee (PACAC)

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Dame Julie Mellor
Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

4th July 2016

Dear Dame Julie

It is with great sadness that I have received your letter of 4th July informing me that you have decided to tender your resignation.

I understand that you will be sharing with PACAC and publishing the findings of Sir Alex Allan's independent review as soon as you are able. You have always been open with me that you made a mistake in handling correspondence about your previous Managing Director. It is typically conscientious of you to apply the most rigorous standards to yourself.

I am grateful that you have timed notice of your resignation, so Parliament can most effectively plan for your successor. This will take some months, so I am grateful that you will be staying on to prevent an interregnum in order that the office of PHSO can continue to function without interruption.

I want to place on record how you have built on the work of your predecessor with vision and commitment. Under your leadership, PHSO is more engaged with Parliament, and with your encouragement, we now use your most important reports to drive improvement in the public services more effectively. This is because PACAC now holds evidence sessions on the reports you present to Parliament, and you join us to answer questions on your reports and

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help us improve our scrutiny of public services. This is a major reinforcement of PHSO's purpose and enhances PACAC's work.

This has also been a very difficult period for PHSO. You have faced the challenge of some very tight controls on your budget, at a time when you were increasing the number of unresolved complaints you investigate, at the same time as trying to lead a significant change programme in PHSO. You have introduced much reform and change. You have been instrumental in helping to shape our report and recommendations on the future of Ombudsman services throughout the UK to achieve greater public benefit. This will result in legislation and reform of PHSO which is long overdue. This reform will be hugely significant and is a tribute to your persistence and vision for the future of Ombudsman services in the UK.

I should also add that it has become increasingly apparent how overdue this reform is. You have had to operate under legislation which was conceived long before the digital age, and is not fit for purpose. As a 'corporation sole', while we are grateful to your advisory board, PHSO lacks the support of a formal governance structure. This can only change with the new legislation.

Thank you for all you have done. I am so sorry that you will not be able to complete all you set out to do. I wish you well for the future, and I know you will take your integrity and commitment to your future roles.

Yours sincerely



Bernard Jenkin MP
Chair, PACAC