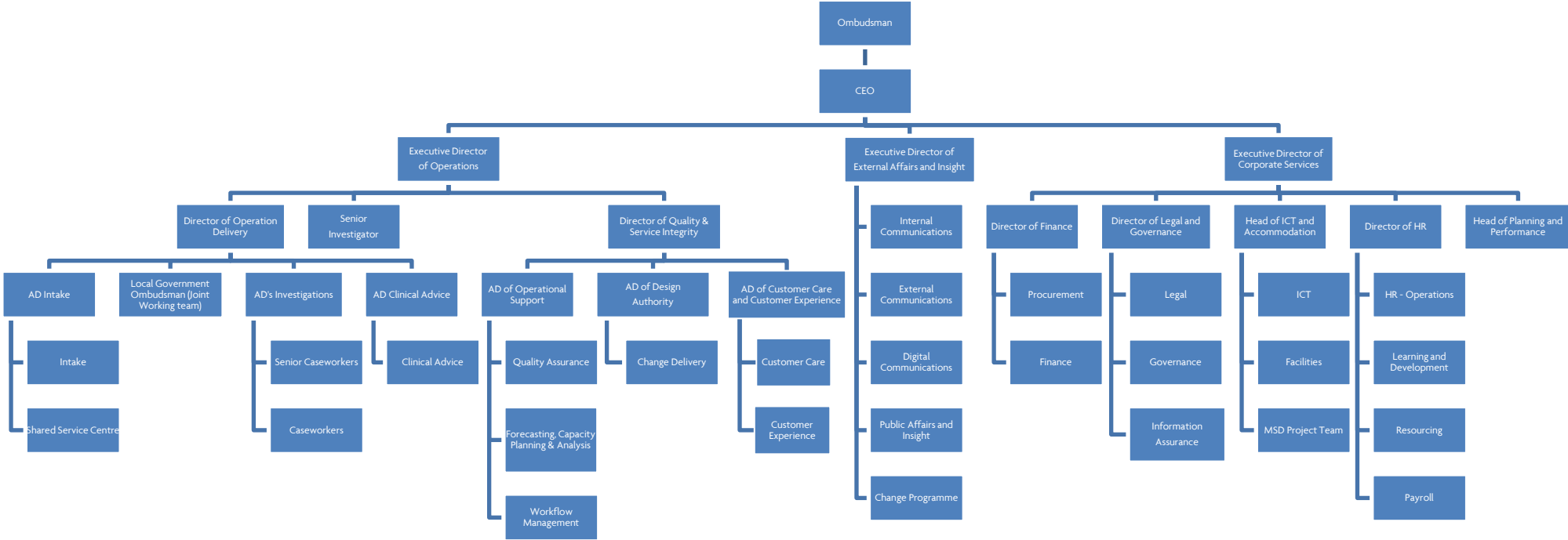
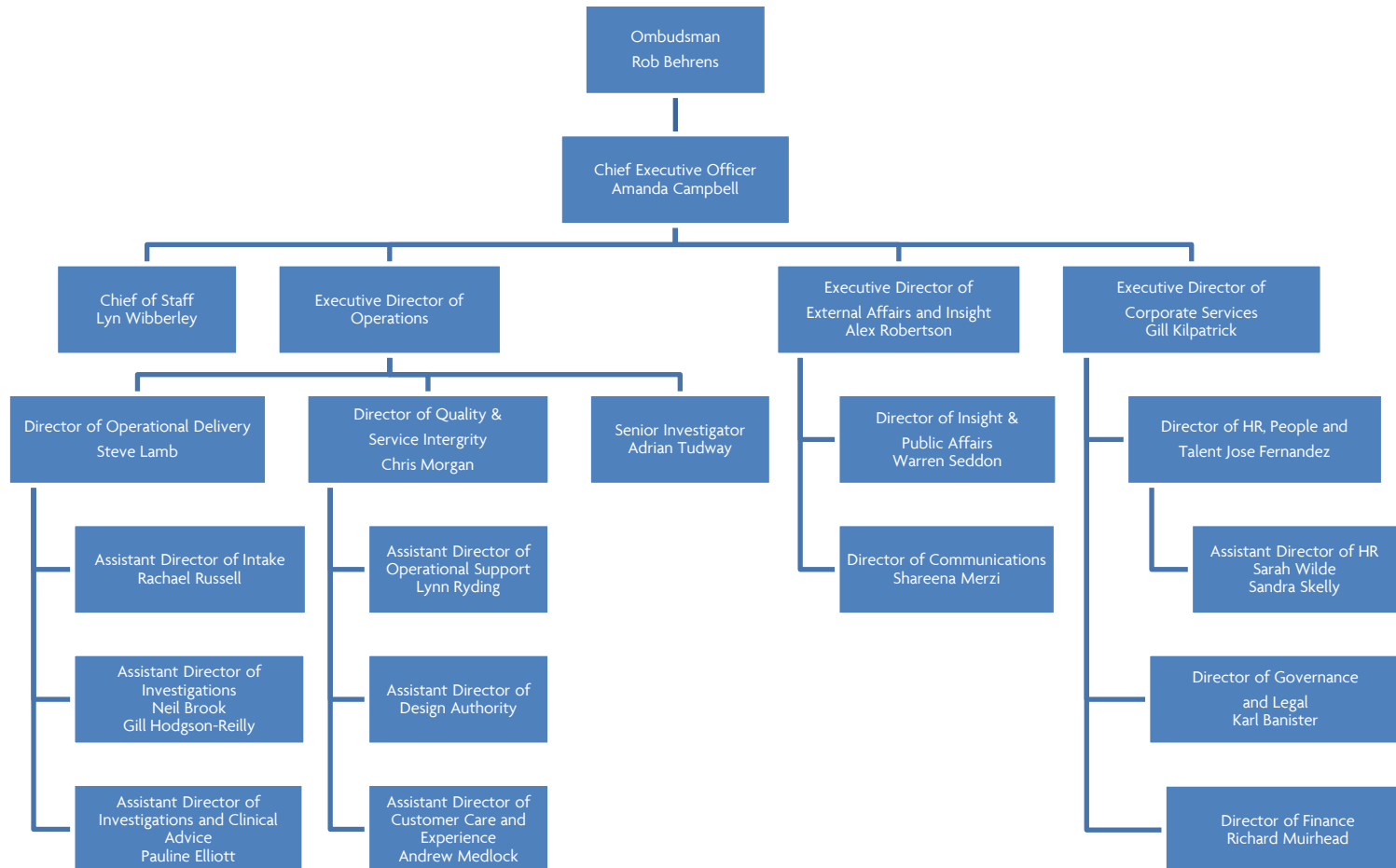


Parliamentary and Health Service Ombudsman

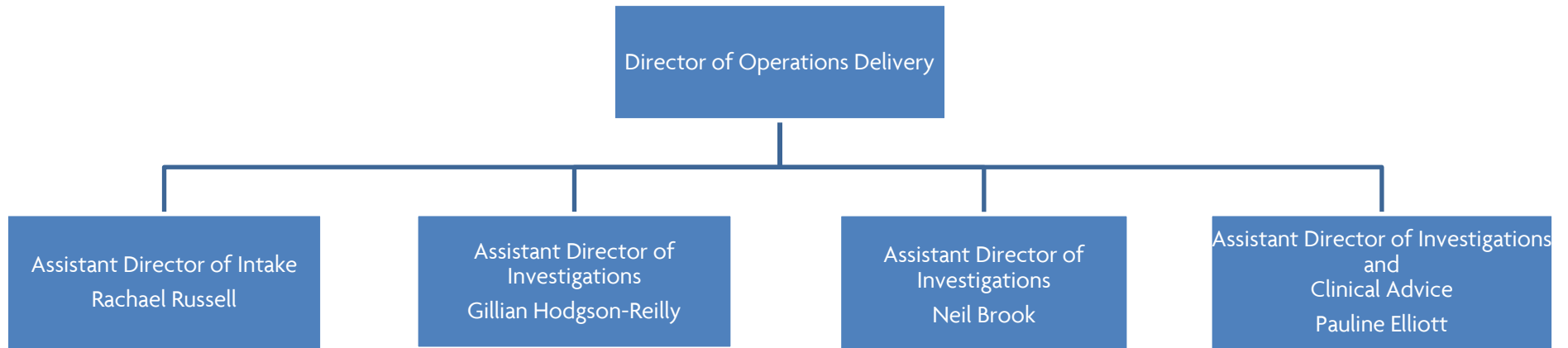
Organogram



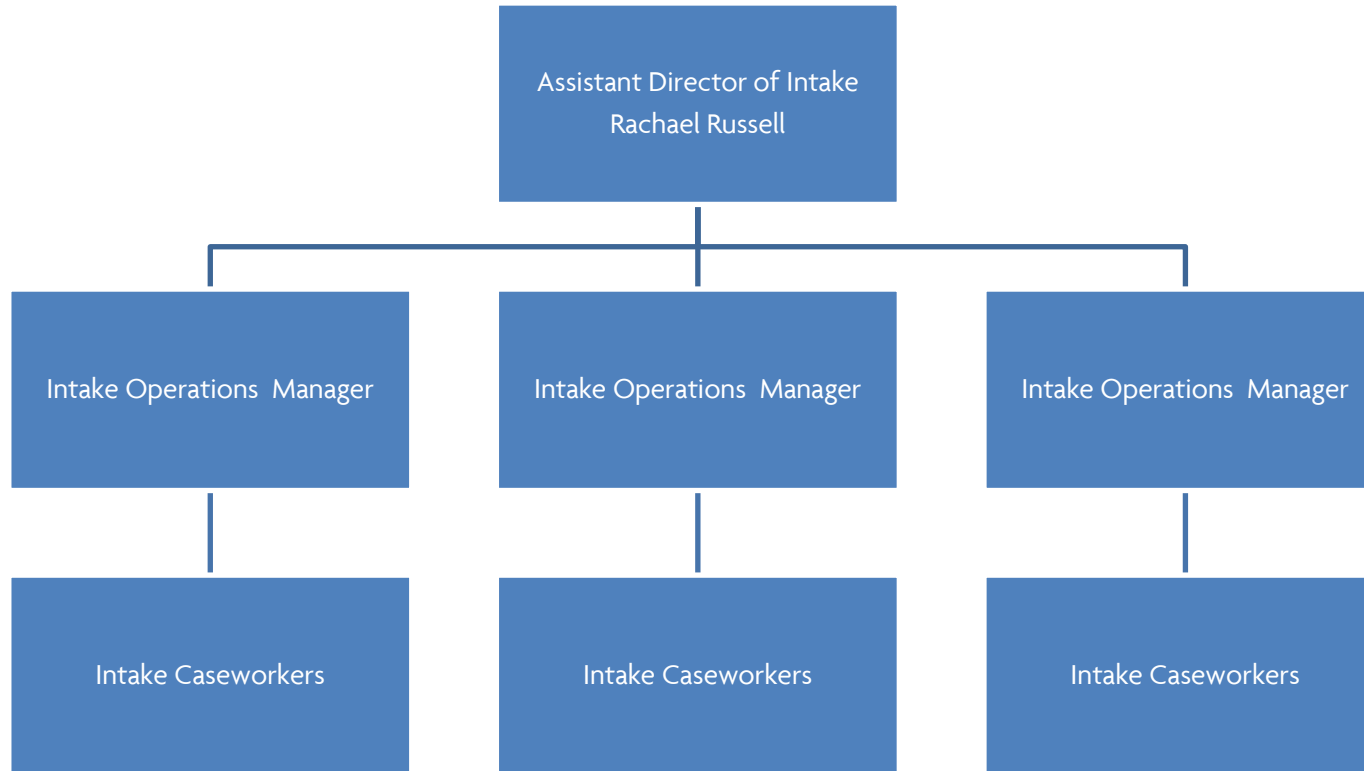
Senior Structure



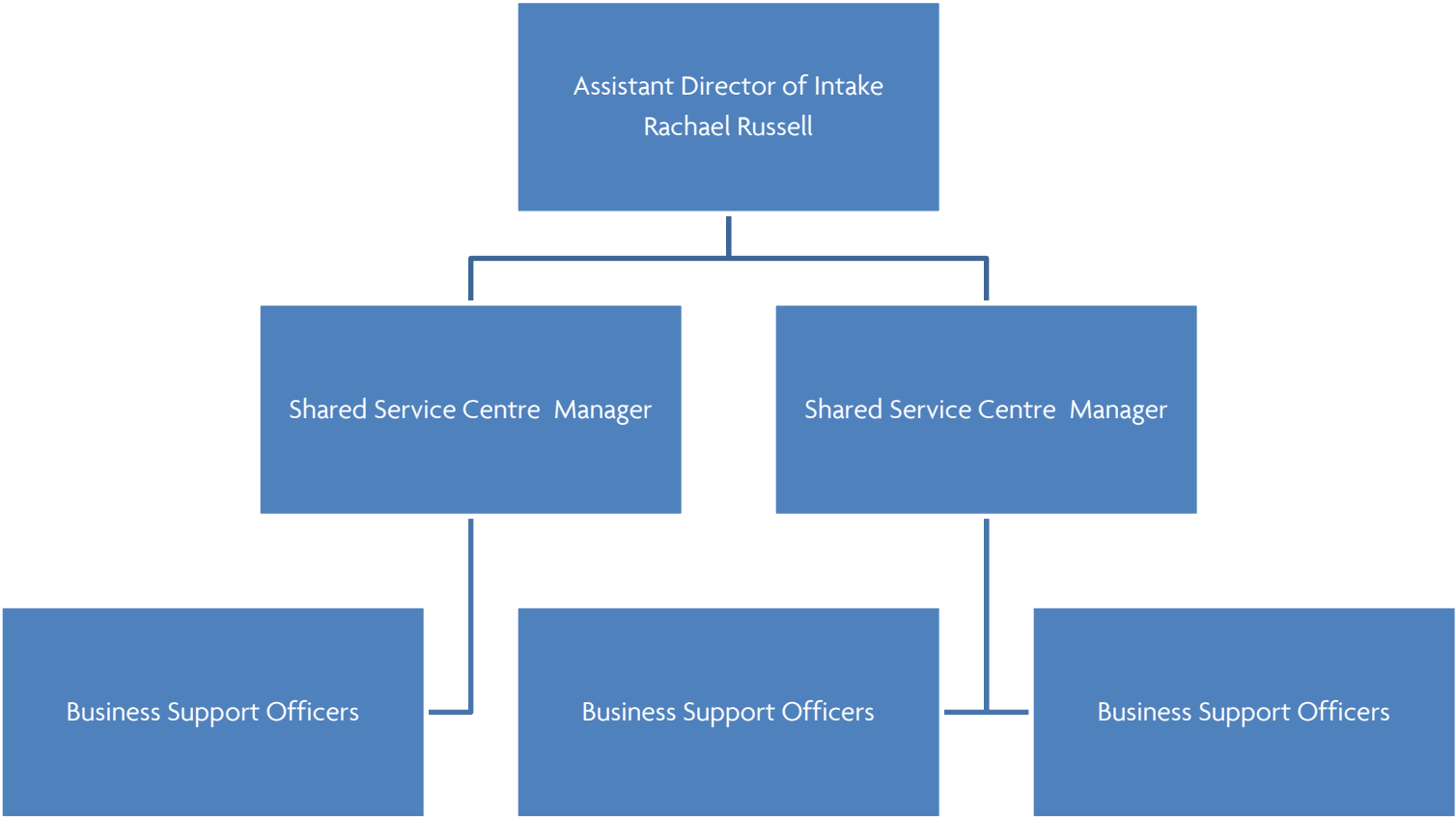
Operations Senior Management Structure



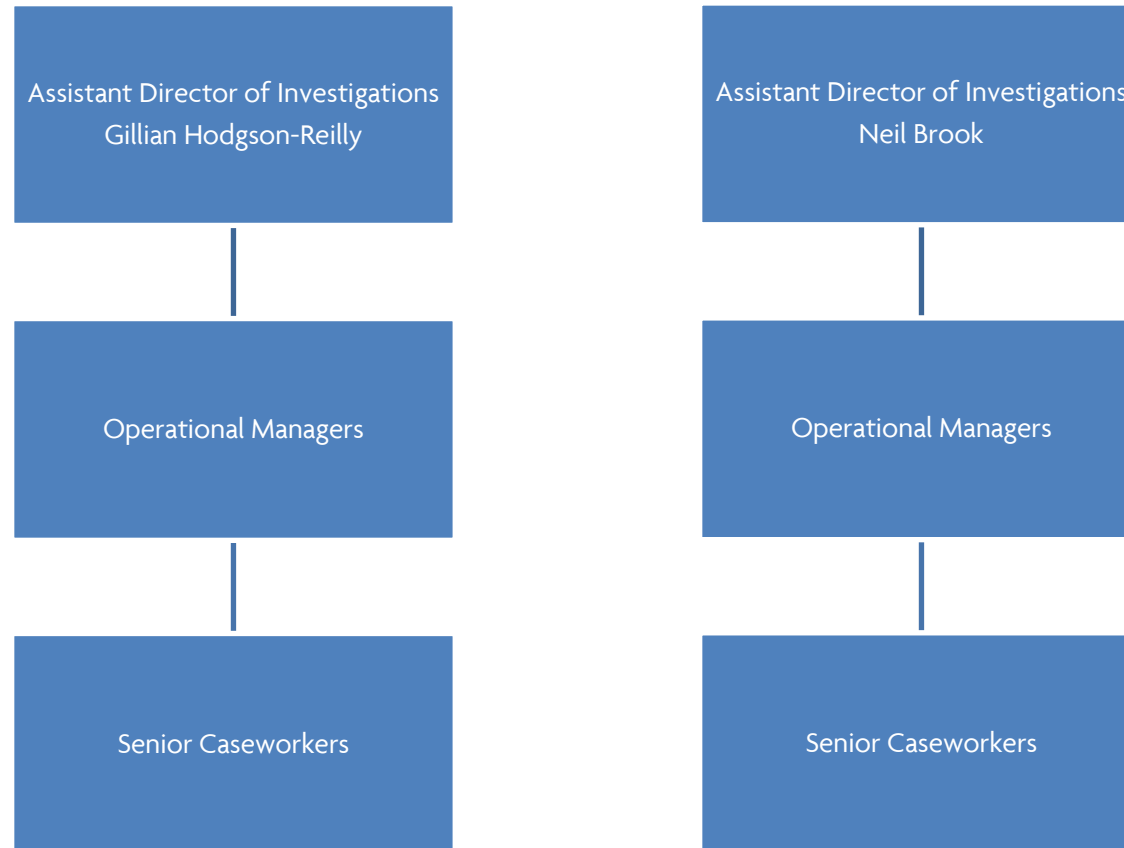
Intake Structure



Shared Service Centre Structure



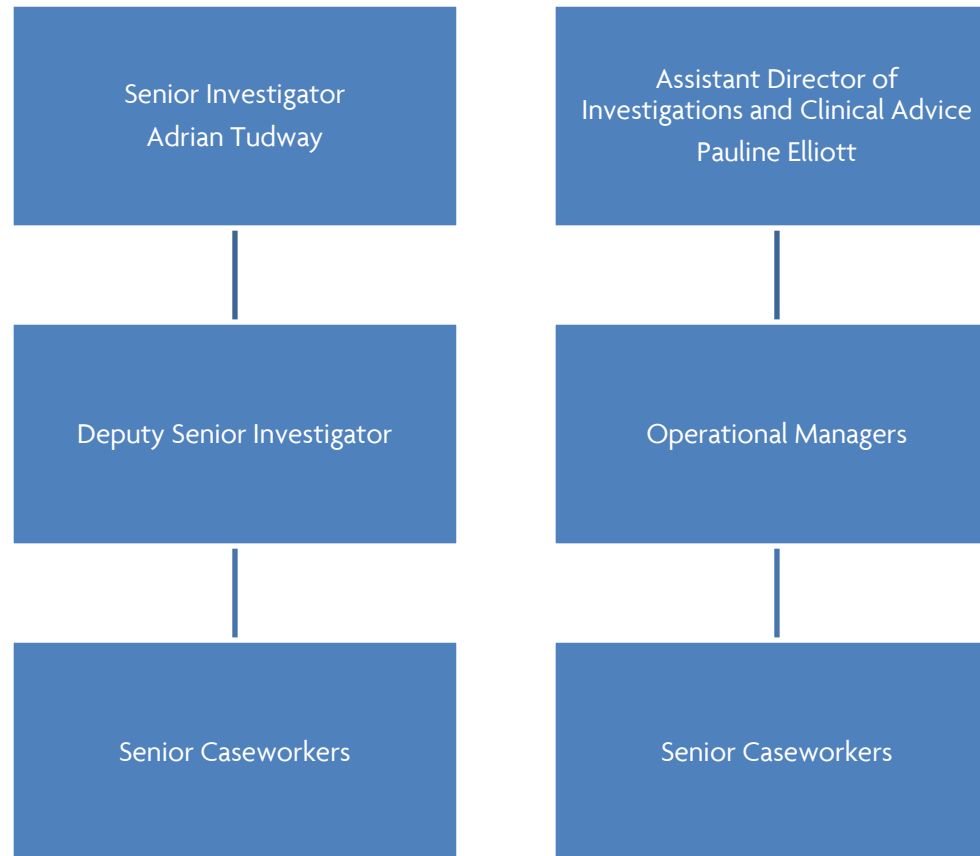
Senior Caseworker Team Structure



Caseworker Team Structure



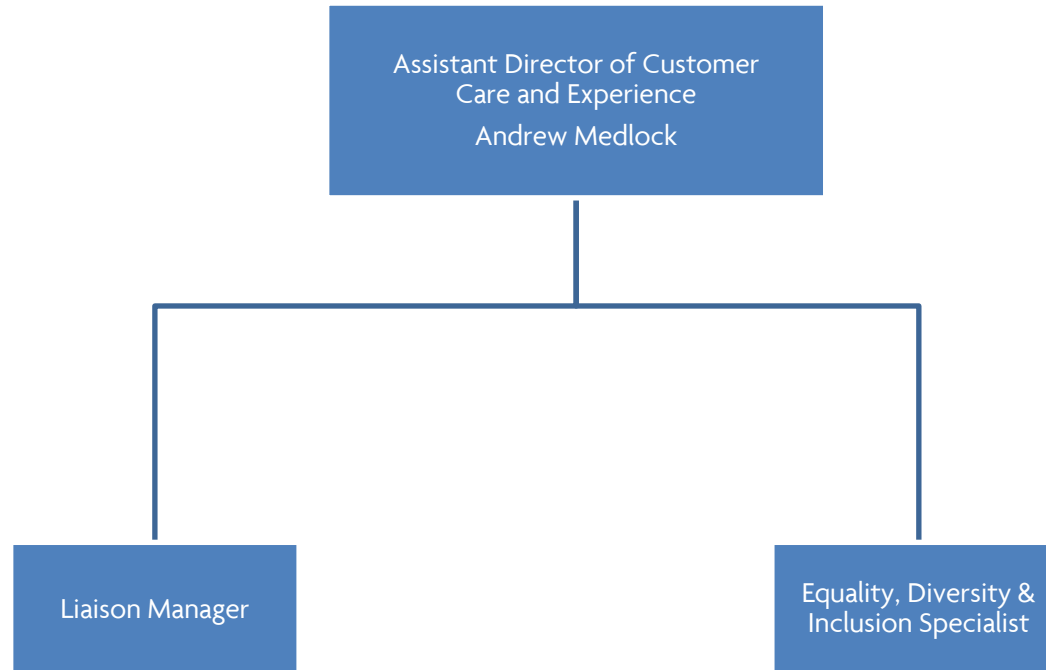
Senior Investigation and Senior Caseworker Team Structure



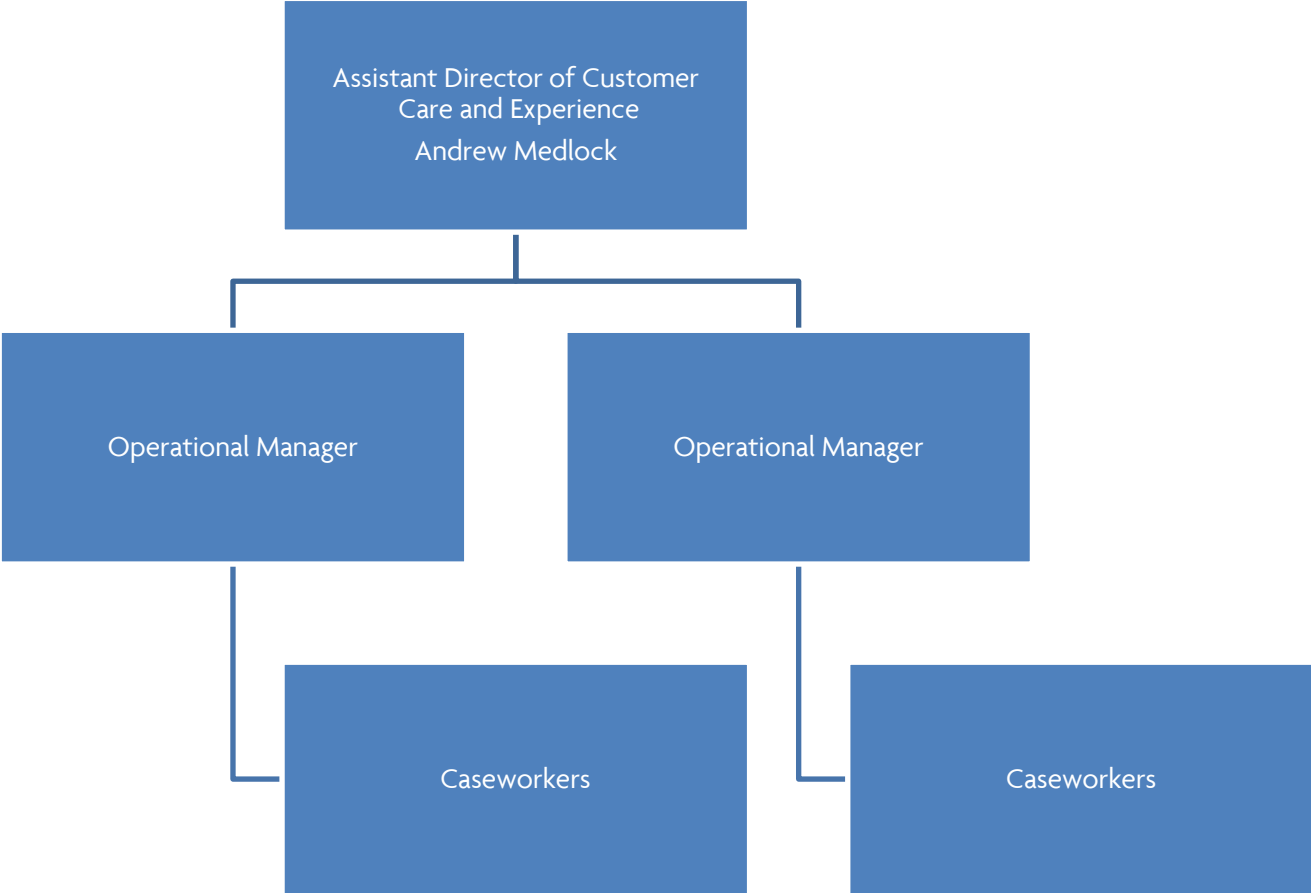
Operations Support Senior Management Structure



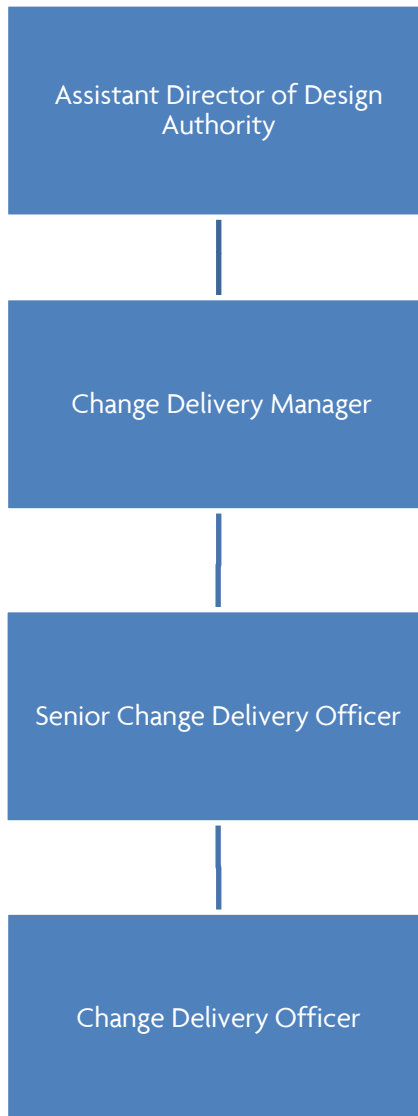
Customer Experience Structure



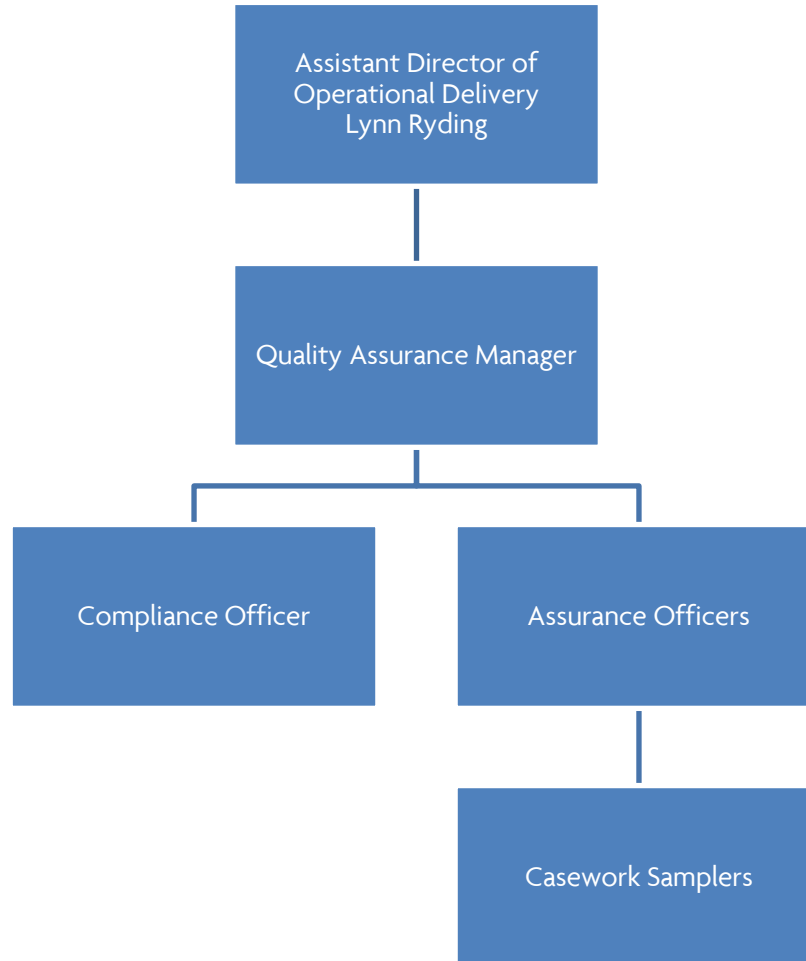
Customer Care Team Structure



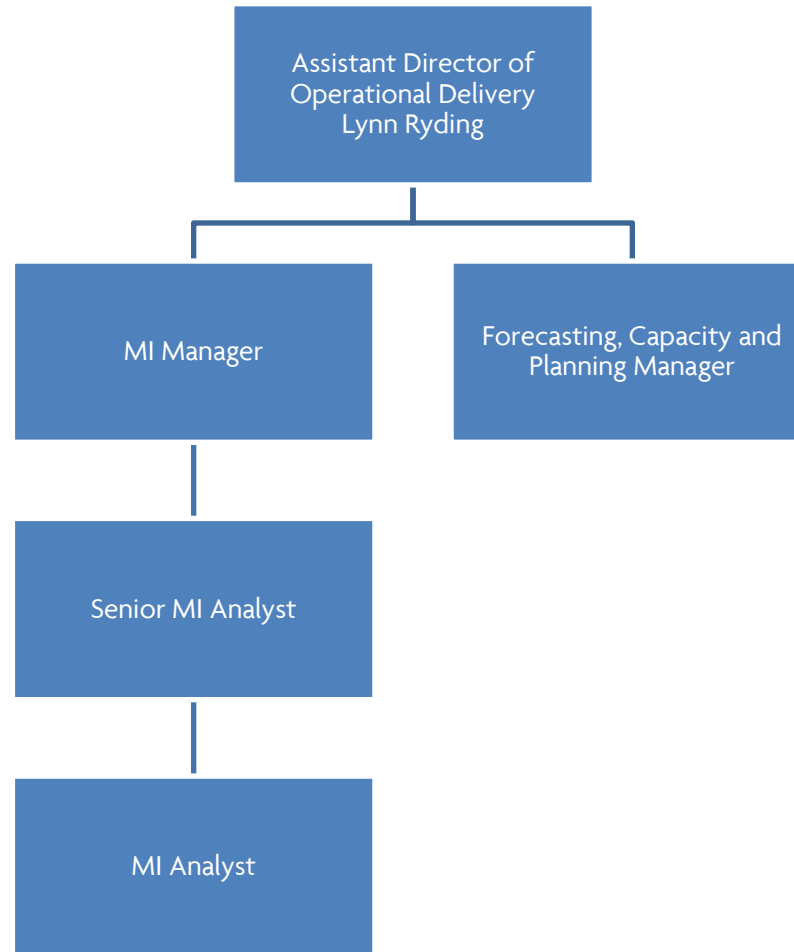
Design Authority Team Structure



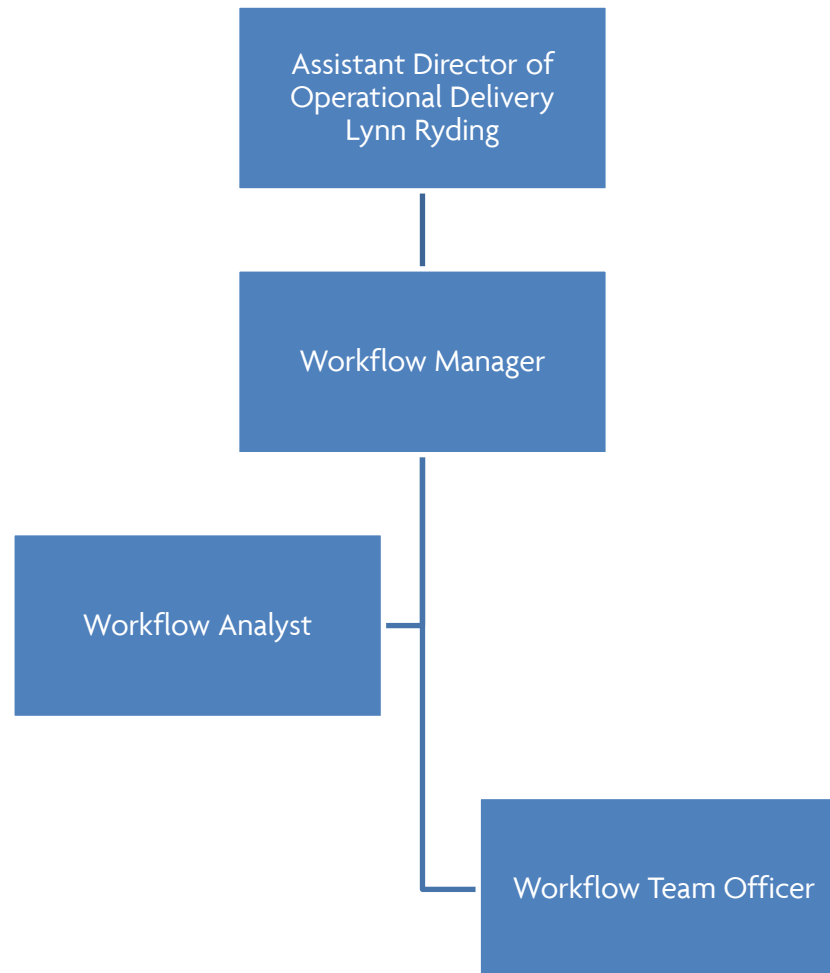
Quality Assurance Team Structure



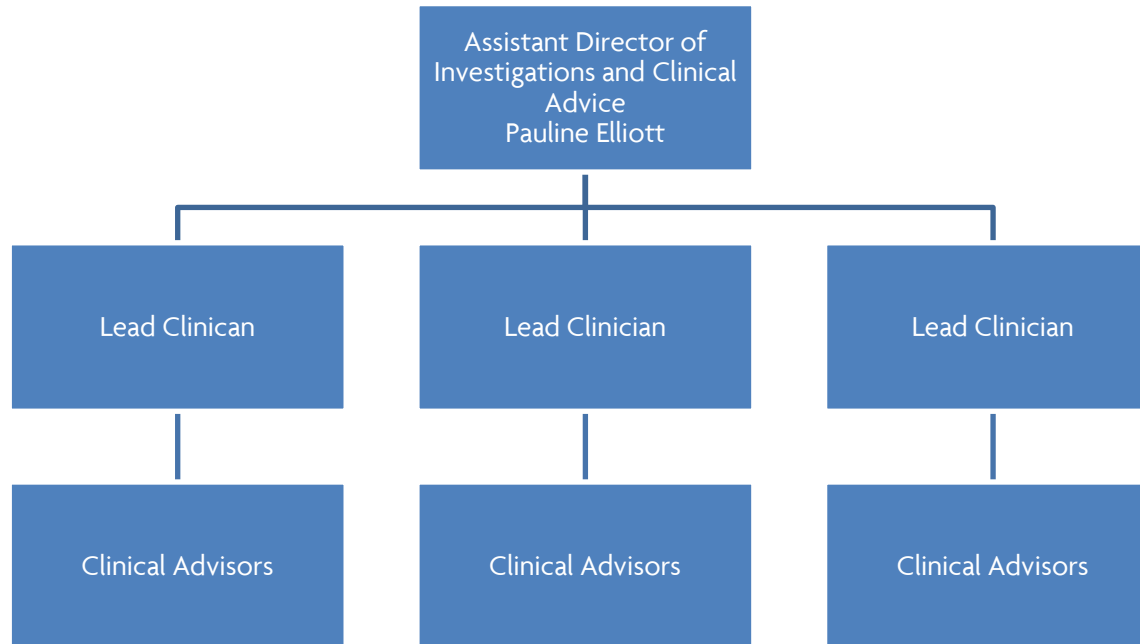
Forecasting, Capacity Planning & Analysis Team Structure



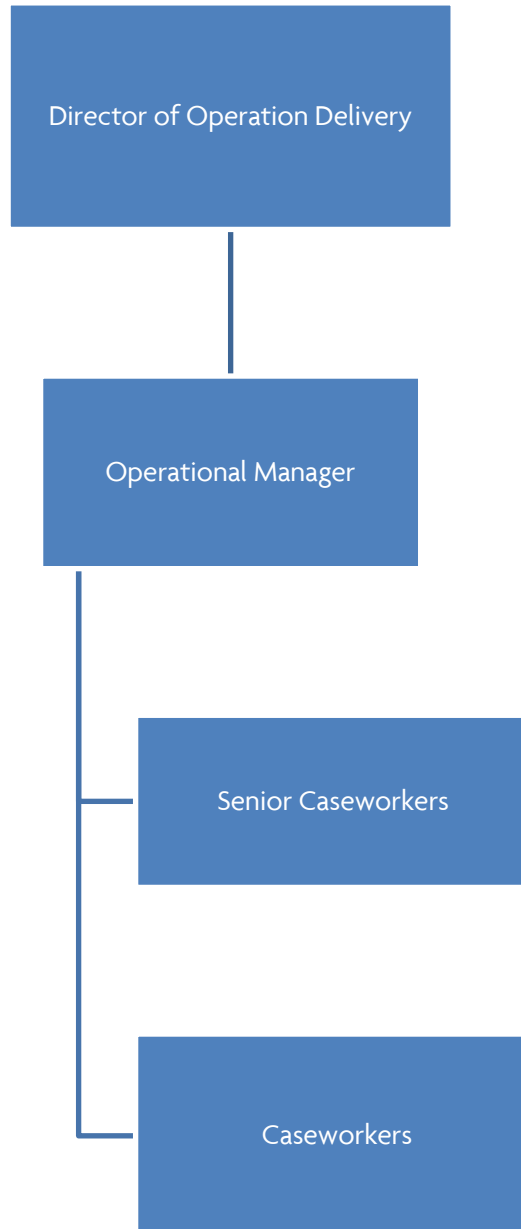
Workflow Management Team Structure



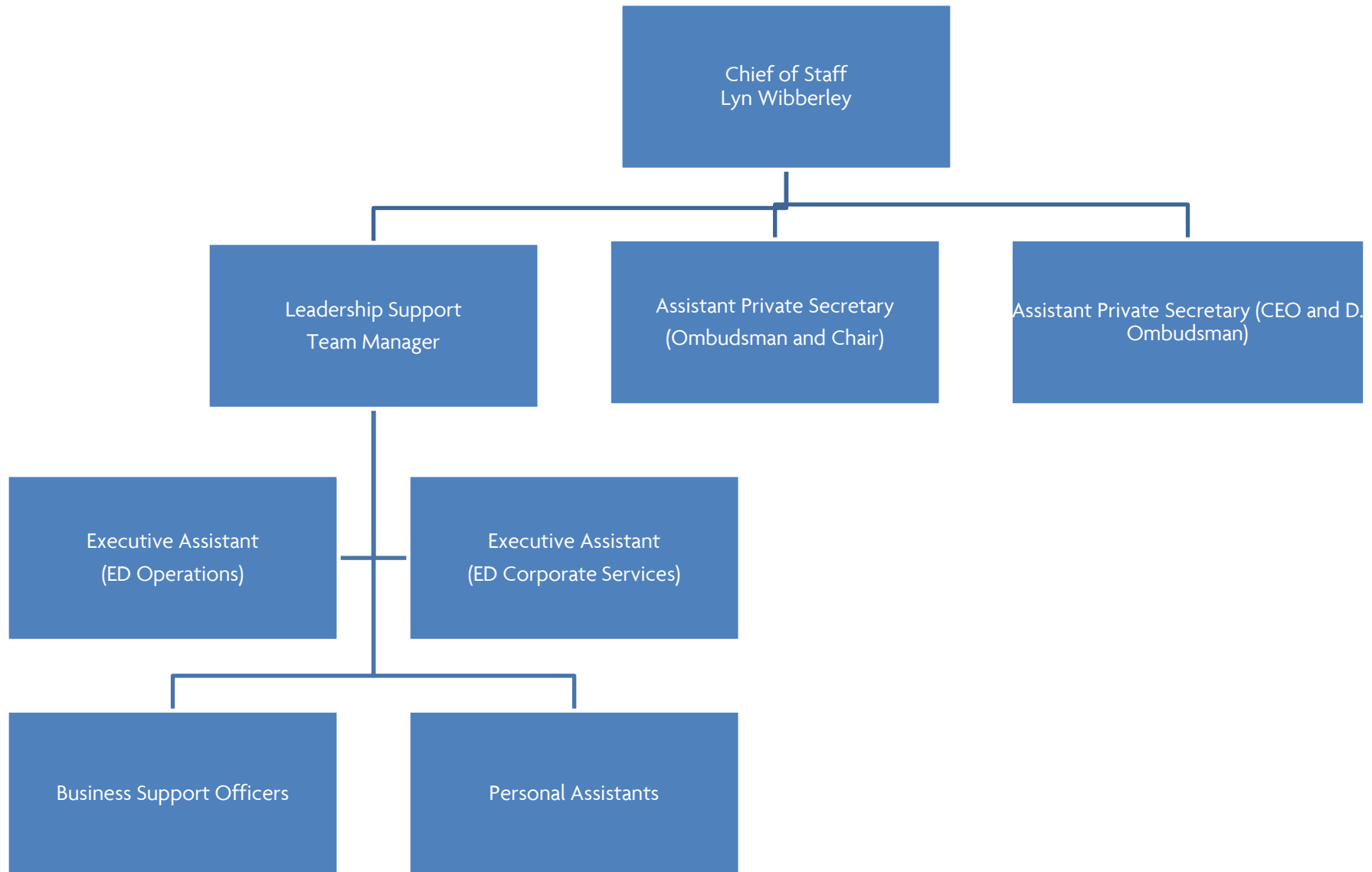
Clinical Advice Team Structure



Local Government Ombudsman (Joint Working Team)

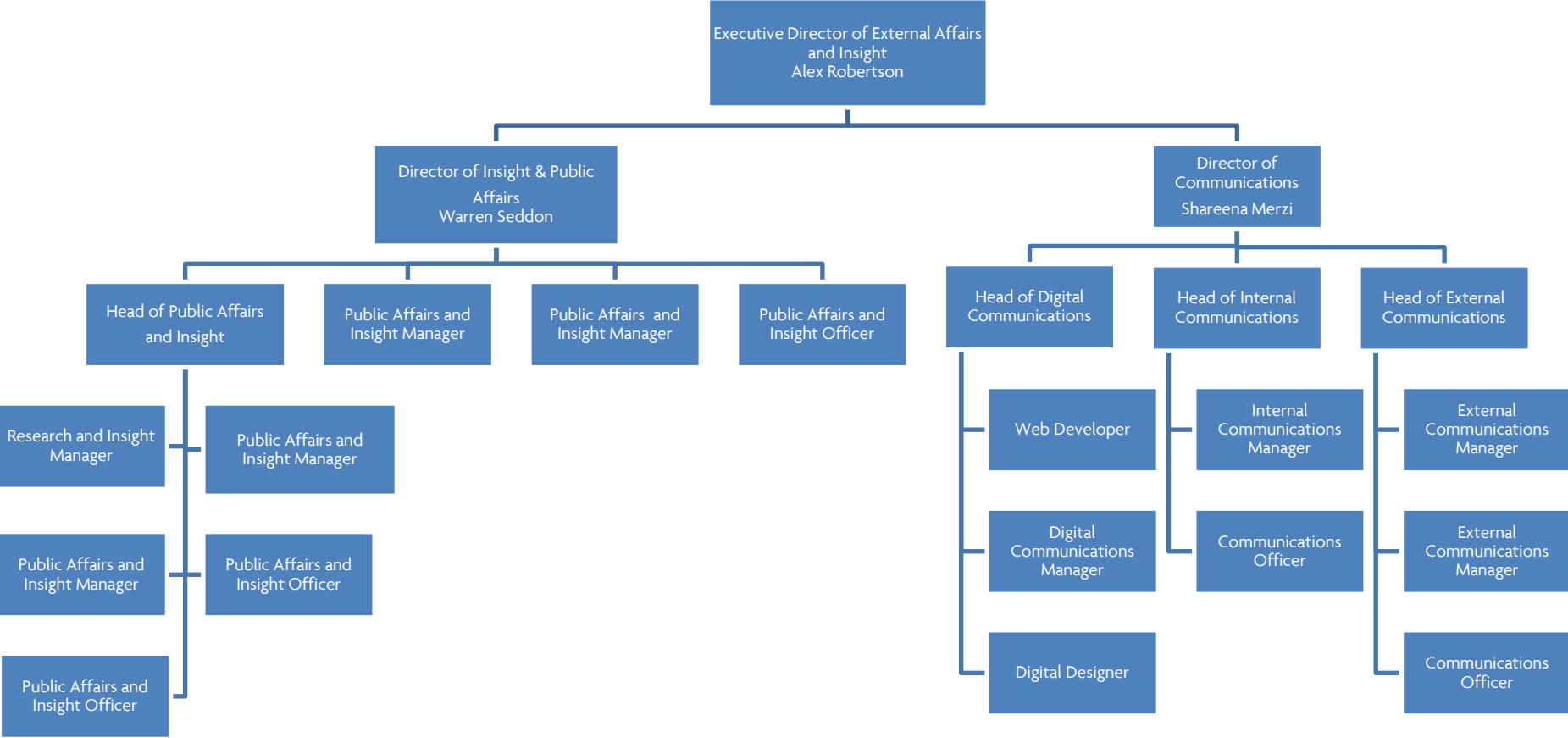


Executive Team

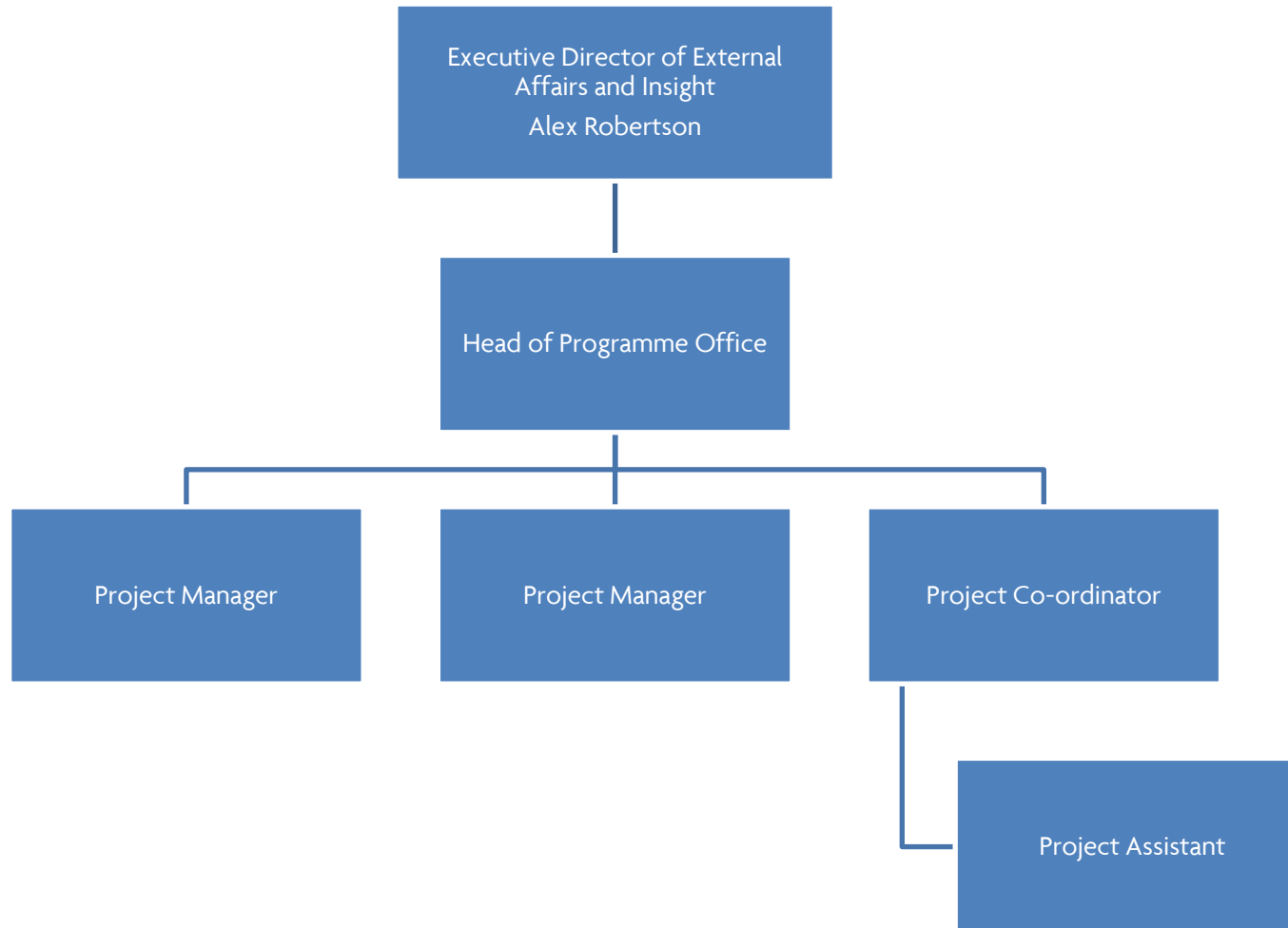


As of 09/01/2018

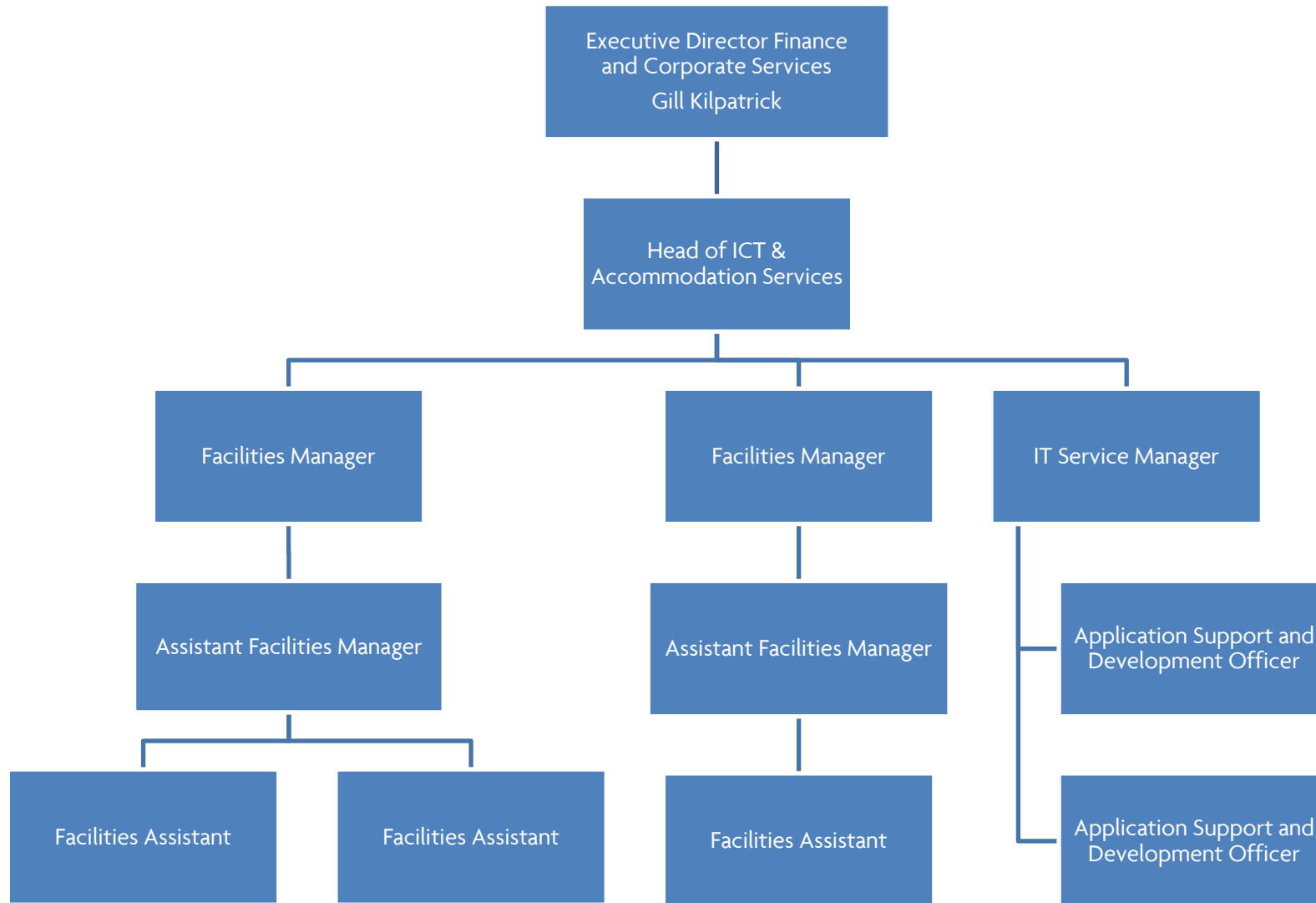
External Affairs and Insight



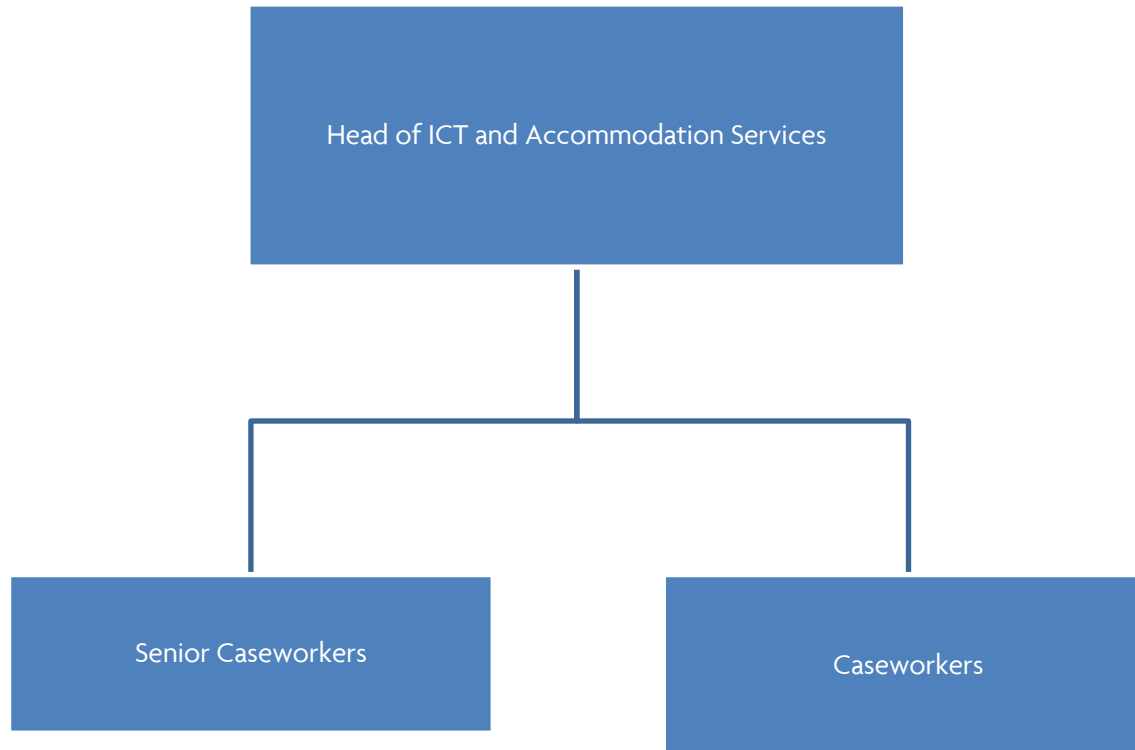
Change Programme Office



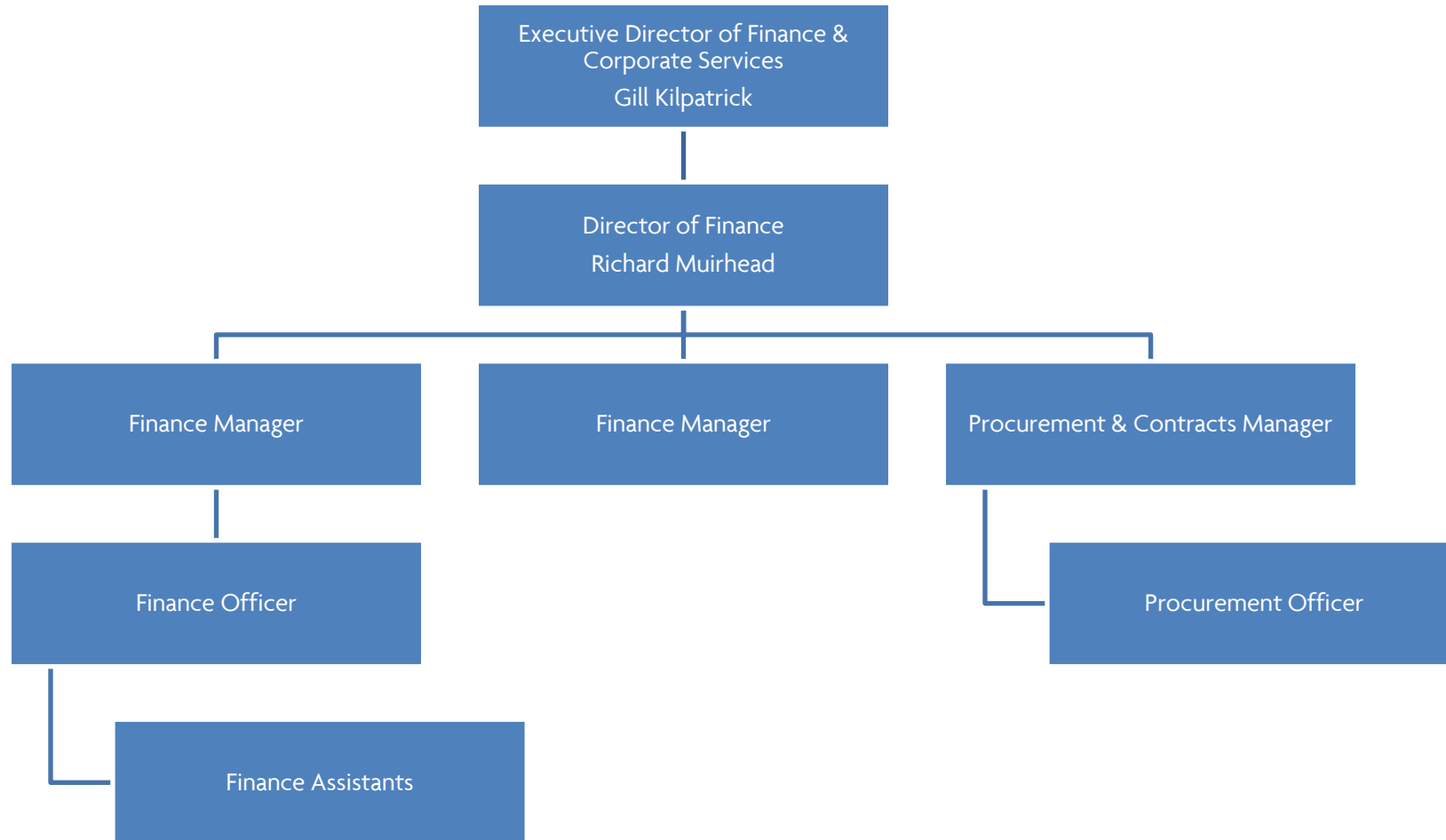
ICT and Accommodation



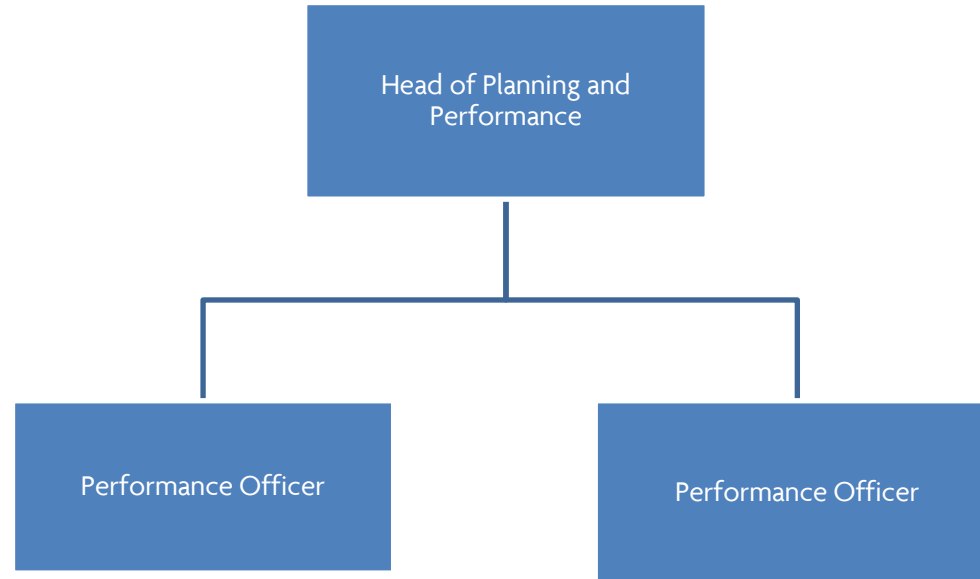
MSD - Microsoft Dynamics Project Team



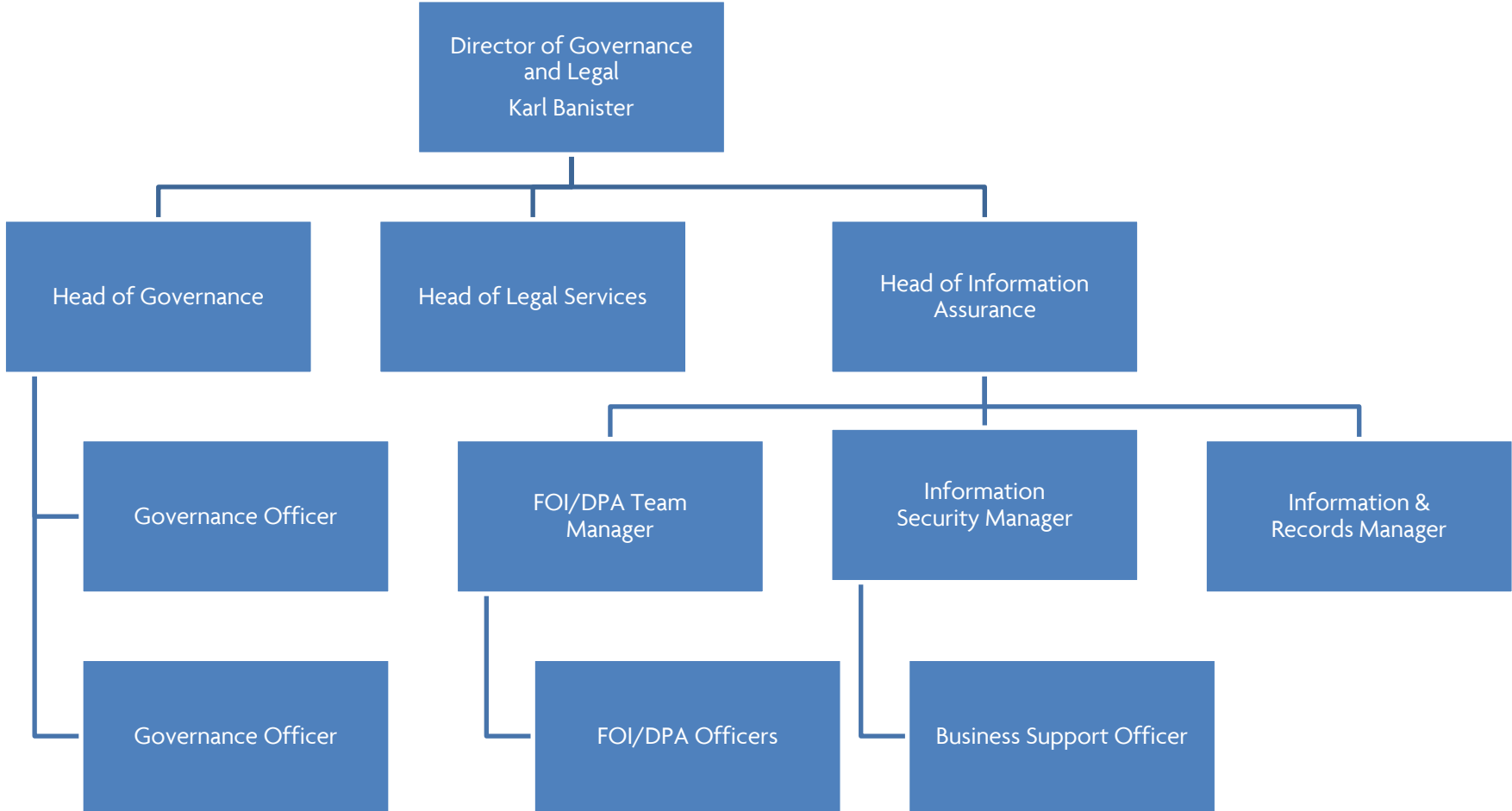
Finance and Procurement



Head of Planning and Performance



Governance and Legal



HR, People and Talent

