

Discussion forum comments

G.A. Hamilton, 08/05/2008

audit scotland have responded to a request by a signatory that they conduct an audit of the spso by stating that it might not be timely, given the current consideration by the government of the crerar review.

such review which may eventually produce an improved complaint handling system is unlikely to offer any form of redress to the many hundreds who have already been let down by the spso in its current form and may simply tend to sweep under the carpet the dismal performance and doubtful priorities demonstrated by the spso to date.

David Herold, 02/05/2008

totally agree, perhaps the spso should be made to consider this from our politicians (when they are scrambling around for our votes at the next election) that the law derives its authority from the people.what the people consider to be just and fair,(and not unelected individuals) is what the law is there to reflect in its judgments. when it does not do this, then it is not delivering justice and is not worth having,just like the spso and all those politicians who seemingly refuse to get involved and sort this disgrace out.

Alan Johnson, 02/05/2008

judging by the response to my letter of monday 14 april received from robert blacks office yesterday, this petition does not bode well and the comments by scottish ombudsman watch appear to be spot on.

lets hope our brave, bold and honest politicians eventually show ms brown and her ilk the door (the sooner the better for the people of scotland), disband this sham labour party quango and start again with a more open, transparent, fair, just and accountable public services ombudsman. the present set up is simply not fit for purpose ... and not fit for anyone seeking proper redress and justice (as case ref 200401157, september 2004 - september 2006, proves beyond any doubt ... a perversion of justice by ms brown, her staff and all involved in that appalling neglect and abuse case. despicable).

Alan Johnson, 02/05/2008

very well said mr mcfarlane.

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Keith Edmunds, 27/04/2008

the spso has been hijacked by local government to cover up its incompetence and inefficiency. the same has happened to the welsh pso and the english local government ombudsman (lgo). with regards to the lgo, the 3 lgos are all ex council ceos, chosen by the local government association for their posts, and most, if not all of their employees are drawn from local government! two of the lgos had the most findings against them in england of maladministration with injustice as ceos of councils before being appointed as lgos.

jerry white, when he was ceo of hackney council (lgo since 1995 to date), anne seex, when she was ceo of norwich council (lgo since 2006).

the lgos own mori customer satisfaction surveys, state that they find for only 1.6% of complainants against councils. this is a statistical impossibility and is the strongest evidence possible of the absolute corruption of these institutions.

it is a scandal that the labour government, which is continually spinning that it wishes to improve public services, allows this corruption to continue.

viz: outcome - your council tax has increased by over 100% since 1997 while prices have gone up by less than 25%!

corruption at every level of government, or such incompetence that it belies belief!

Arthur Mc Farlane, 27/04/2008

i agree with mr.johnson that the spso is a sham which needs to be urgently disbanded and replaced by something much more ethical and effective .

it is so disappointing that the scottish parliament is dragging its heels over dealing with prof. brown & co . every day those people remain in office more damage is being done to the coherence of our nation .

in spite of all the fine talk we hear from our politicians i cannot believe that scotland is going anywhere until we root out every cheat who stands between its people and fair-play .

Scottish Ombudsman Watch, 24/04/2008

the spso is an organisation which claims to provide a way for the public to complain about the way they have been treated by the authorities. in reality the spso is just a convenient repository for all complaints and the authorities being complained about know this.

professor brown, scottish ombudsman, knows that she is completely unaccountable and can dismiss valid and irrefutable complaints of maladministration with impunity.

the scottish parliament are very aware of how bad the spso are, but for some reason they take no action to make the spso effective and accountable.

audit scotland will most likely refuse to audit the spso or perform a cursory audit which finds no problems with the spso.

that does not matter, because there is a growing wave of people willing to challenge the way their complaints are being rejected by the spso and eventually their voices will be heard.

the scottish parliament petitions system has proved to be a great way for the mr whittet (pe1076) and mr hamilton to document the problems they have experienced with the spso.

if everyone who has had their valid complaint rejected by the spso submitted a public petition then eventually the scottish parliament would not be able to ignore the public.

the web site www.scottishombudsmanwatch gives details on the problems with the spso and is essential reading for anyone considering complaining to the spso.

Lydia Reid, 24/04/2008

i agree with everything said on this page. through many years of sending parents from this organisation to the spso i felt totally disillusioned and frustrated. many parents had experienced what they considered to be nothing short of medical negligence and then discovered through their own efforts that many organs and body parts had been removed from their children.

any one of these experiences would be enough to threaten the sanity of a family but to encounter a brick wall when trying to find the truth is unbelievable. at that stage it is then the correct procedure to go on to the office of the spso on nearly every occasion these parents encountered open hostility as well as twisting of the facts and point blank refusal to read and use facts. this organisation is not fit for purpose.

D Herold, 22/04/2008

thank you,however i think you may have misconstrued the intention of the comments. which were basically for the benefit of 'others' to read, of how another person,in regard to an nhs complaint,had also been similiary treated in a disgraceful manner by the spso.

Jeannie Erskine, 21/04/2008

i have a lot of sympathy for your situation and will continue to expose the spso based on my own experience.

David Herold, 19/04/2008

'exactly' the same disgraceful carry on, that i experienced from the spso. when i raised a complaint, concerning very serious issues relating to the attitude of certain gps and the standard of care given in relation to lower back damage and and also the actions taken and the standard of treatment received after a catastrophic occurence that that left me in a truly debilitating and terrifying state for several

months. to which i am of the opinion was due to having been proscribed a steroid medication to which i had made it known that i extremely allergic to.
to which, to add insult to injury, i was the very next day (after having received the scandalous response from the spso)deregistered from my home town health centre. whereby i was left in a very poor physical state,in rural area with no transport, and with the nearest health centre at least 25 miles away!! that was what i got for my efforts, after having contacted and trusted the spso to obtain justice.

Jeannie Erskine, 19/04/2008

i also support this petition 100%.
the spso claims to be 'independent, impartial and free' and 'open, accountable and accessible.....with an independent free and fair response to complaints about public services'. this has not proved to be the case in my circumstances - and i wonder how many others.

Jeannie Erskine, 19/04/2008

having sought help from the office of last resort, namely the ombudsman, i felt that the report of the ombudsman was an insult and an injustice that could repeat itself against other groups or individuals.
the research by the spso's investigations team was shoddy, incomplete, inaccurate and lacking in detail.
of the many inaccuracies the main one was the pages of irrelevant evidence from my local gps and the consultants that the spso used to turn down my complaint. the evidence that should have been used was that which was available before correct diagnosis of breast cancer, not after the correct diagnosis, which was irrelevant. i could show symptoms of breast cancer, exhibited anxiety and asked for a mammogram, but was refused on three occasions over four years. the delayed correct diagnosis involved me in more drastic surgery, more penetrating chemotherapy, followed by radiotherapy and tamoxifen for 5 years. if the gps had acquiesced in my earlier requests, my psychological state would not have suffered so deeply, never mind my physical condition and much better prognosis.
as it turned out for me the exercise to find justice via the ombudsman was worse than worthless because my parallel complaint to the gmc was thrown out by them largely on the grounds that the ombudsman had thrown it out.

Alan Johnson, 18/04/2008

professor alice brown was appointed by mcconnells labour executive in october 2002.

she has done nothing for the thousands of complainants in scotland, who have approached her as a last resort seeking redress for their poor, shabby and, very often, criminal / ill-treatment at the hands of local authorities (and / or other bodies involved) in scotland.

can i suggest every complaint under her 6-year stewardship is thoroughly and independently reviewed by audit scotland as a matter of urgency - specifically those involving labour party ruling councils; the party who appointed her to whitewash the publics complaints and, therefore, pervert the course of justice in the first place.

take a look into complaints against the city of edinburgh council specifically (under the 14-year stewardship of its c.e.o, tom aitchison - how well does ms brown know him i wonder?) and you will no doubt uncover some very serious allegations which have been covered up ... and the perversion of justice i refer to.disband this sham and start again ... after a full, thorough, no stones left unturned, independent investigation by audit scotland as gregor hamilton suggests.

i have written to the auditor general, robert black, on monday 14 april 2008 to draw this petition to his attention and formally complain about the spsos service to the scottish public under ms browns stewardship, and i await his response and the course of action suggested above.

anne Robertson, 17/04/2008

the spso serves no worthwhile cause and makes a mockery of the system - the sooner it is disbanded the better

Trevor Nunn, 16/04/2008

after 11 years experience of uk public service ombudsmen my advice is to avoid them at all costs. if you use them youll regret it, maybe not today, maybe not tomorrow, but soon and for the rest of your life because you are putting your faith in a system of justice that doesnt exist, its all just an illusion. public service ombudsmen do nothing more than peddle false hope until the majority of complainants, exhausted by the long drawn out and inherently biased system, are forced to accept a measly settlement, move on, give up or die.

David Herold, 16/04/2008

in regard to my own personal opinion and experience of having used the spso. i would now, never ever ever!! contact or trust them again.

Frank R French, 13/04/2008

everyone who has had their valid complaint rejected by the spso is a victim of a miscarriage of administrative justice. it is now time for the scottish parliament to take action to give the public an ombudsman who is there to protect the public from the authorities instead of the current situation where the spso protects the authorities from the public.

Andrew McCabe, 10/04/2008

i absolutely agree and i support this petition 100%.

Mr G.A Hamilton, 10/04/2008

the spso, since its inception, has disappointed and disillusioned many hundreds if not thousands of complainants about public services in scotland. there is a widespread perception that the spso's priorities lie more towards preserving the "status quo" in its relationship with public bodies than properly representing the interests of those complaining.