



MURDO FRASER MSP
Mid Scotland & Fife

Rhona Brankin
Convenor, Public Petitions Committee
Scottish Parliament
EH99 1SP

7th September 2010

Dear Convenor,

PETITION PE1348

I am writing to give my full support to Petition PE1348 by Mr & Mrs M Corbett calling on the Scottish Parliament to urge the Scottish Government to commission an independent review of the Scottish Public Services Ombudsman (SPSO)

The SPSO plays a vital role in Scotland and I believe that it must carry out its work with the full confidence of the public and of Parliament. Through individual cases that I have worked on in the past and at present, I believe it is time to carry out an independent review of the SPSO to ensure that it carries out its duties to the highest standard.

Unfortunately, there are a number of people who feel let down by the SPSO. I understand that some of this is unmerited but it is clear that there have been a number of cases which exposes some problems with the SPSO. I would summarise these problems as the following:

1. the length of time taken to decide whether or not to take the complaint to an investigation;
2. the length of time taken to undertake the investigation;
3. the quality of the investigation;
4. the quality of the final report;
5. the lack of dialogue and opportunity to change the draft report once it has been completed; and
6. the way that the complaint was generally handled by the SPSO office.

A new organisation, *Integrity for Scotland*, has been created as a direct consequence of individuals who went through the SPSO process and believe that it has fundamental flaws or failed them. I welcome this new group and I believe it being created underlines the need for an independent review of the SPSO.

Yours sincerely,

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Member for Mid Scotland & Fife (Scottish Conservatives)

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