

25 June 2008

**PERSONAL**

Alex Fergusson, MSP  
The Presiding Officer  
The Scottish Parliament  
EDINBURGH  
EH99 1SP

Dear Alex

I am writing to confirm that it is my intention to stand down as Scottish Public Services Ombudsman on 31 March 2009. I feel it is appropriate to give the Parliament advance notice of my decision, so that it can plan for the future.

My decision to stand down is a personal one. I feel that this is the right time for me to move on, to find new challenges and use my experience, ideas and energy in different ways.

I have also wished to ensure that the SPSO is in a strong position to move confidently into the next phase of its development. By next March, the way ahead for scrutiny and complaint handling will be clearer and my successor will have the opportunity to take the organisation forward.

I will have been in office for more than six years by the time I leave, and I am proud of the SPSO's many achievements. In establishing the 'one-stop-shop', the Scottish Parliament blazed the trail for other ombudsman services in the UK and beyond.

It has been a tremendous privilege to be the first Scottish Public Services Ombudsman. I am very grateful to the Parliament for giving me this opportunity to contribute, through the work of the office, to improving the delivery of public services and making a real difference to people's lives.

Until I demit office it will be business as usual, as we continue to resolve disputes, restore confidence and support improvement.

Yours sincerely



Professor Alice Brown  
Ombudsman

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