Thank you for your response to our Report, *Fairness without Fear: The Work of the Service Complaints Ombudsman*. We were encouraged by the positive tone and the number of recommendations that you accepted. We understand that in response to the Wigston Report an Implementation Team has been formed to take forward recommendations from both our Report and the SCOAF’s 2018 Report. Given that our recommendations have been absorbed into a wider review of the Service Complaints process we would like to be kept informed of the work of the Team, and specifically:

- The timeline for the review process and when we can expect to see the findings.

- The findings related to our recommendations:

  - paragraph 28- An examination of the procedures and current practices of SCOAF and the single Services to see how they can be simplified, speeded up and made more efficient. The results of an assessment of staffing and training requirements for complaint handling within the individual Services and the MoD’s response to the comprehensive proposal for additional funding and resources that will be submitted by the SCOAF.

  - paragraph 48 & 49- Any work undertaken to review and introduce new measures to assess performance in the Service Complaints process. We recommended that these new measures should be present at different levels of the Service Complaints process and should capture and assess the experience of the complainant throughout the process. We would also like to see the results of any work commissioned to help streamline the system.
- paragraph 126- The review of the role of the SCOAF, the powers and length of tenure. We would also like clarification on whether the review looking into the Ombudsman's length of tenure will also consider extending the existing Ombudsman's tenure.

Yours sincerely,

[Signature]

Julian