



Treasury Committee

House of Commons, Committee Office, London SW1A 0AA

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Caroline Wayman, Chief Ombudsman & Chief Executive
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24 July 2018

Dear Ms Wayman

Thank you for your letter dated 24 July 2018 and giving evidence before the Committee on 18 July 2018. The Committee recognises your commitment to report publicly on progress made against the recommendations set out by the Independent Reviewer, Richard Lloyd, before the end of 2018.

During the evidence session you stated that one of your “most experienced ombudsman” will be conducting a case review following a recommendation from the Independent Reviewer. The Committee requests that you re-consider this and appoint someone sufficiently independent to undertake the case review in order to build consumer confidence in the organisation. We would also request that a wide range of closed cases are sampled, with a significant proportion of those being more complex cases.

I intend to place this letter, and any response, into the public domain.

Yours sincerely

Nicky Morgan

Rt Hon Nicky Morgan MP
Chair of the Treasury Committee