



office of the
independent
adjudicator

Video Transcription

How do Ombuds make a difference? | Ombuds Day 2020

Link: <https://youtu.be/cxOJq1P3teQ>

Duration: 0:01:18

Speakers: Felicity Mitchell, Independent Adjudicator – OIA (Felicity)

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Felicity:

We think that an ombuds service like the OIA can make a difference by putting people first and by acting kindly.

When someone complains to an ombuds service, they often feel upset by how their complaint is being handled as well as whatever's gone wrong in the first place.

We look at complaints from students in higher education.

In our experience people who have complained can feel as if they've become a problem rather than a person.

It can feel as if getting the problem through the process is more important than sorting out what has gone wrong for the person.

We encourage people responding to complaints to focus on putting things right, not on who is to blame for what went wrong.

Kindness can move people away from conflict to a more constructive approach.

For us, this means taking time to understand what is really worrying the person.

It means listening and explaining our decisions as simply and clearly as we can and it even means thanking someone for showing us where something can be improved.

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