

## The Financial Ombudsman Service: *form and function in a new statutory dispute resolver*

### Programme

**5.30pm Chairman's introduction:**

*Rt Hon Sir Robert Carnwath*

**5.35pm Welcome and Background**

*Walter Merricks, Chief Ombudsman, Financial Ombudsman Service;  
Chairman, British and Irish Ombudsman Association*

- Aims and challenges for the new service
- Striking the balance – industry/consumers, regulators/dispute resolvers, public/private body, individual justice/consistent policies
- An open and accountable organisation

**5.45pm Contributors**

*Rhoda James, University of Sheffield*

- Before and after: an interim assessment
- Fairness v bureaucracy
- Informality v due process
- Serving consumers? Serving the industry?

*Prof John Flood, University of Westminster*

- Regulation and dispute resolution: settling the roles
- Researching the ombudsman service: research in action
- Assessing and accessing the work and operation of ombudsmen

*Prof Martin Partington, University of Bristol, a Law Commissioner*

- Where does new Service fit in the “non-court family” of tribunals, arbitrators and mediators?
- Administrative justice: ombudsmen as redress agencies
- The Need for a British Institute of Administrative Justice?

*Richard Nobles, London School of Economics*

- Judges and ombudsmen: partners or rivals
- Can powers wider than courts survive?
- Alternatives to courts or challenges for courts

**6.45pm Open discussion**

**7.25pm *Andreas Whittam Smith, chairman of the board  
of the Financial Ombudsman Service***

- A final word