

# Ombudsman Assessment Report Complaint Regarding The Miga

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### **Report of the Ombudsman**

### **Report on the Intelligence on the U.S. Intelligence Community's Prewar Intelligence Assessments on Iraq , July 9, 2004, Ordered Reported on July 7, 2004**

### **Annual Report**

The authors offer many insights into the regulatory,  
operational and institutional opportunities and

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challenges for OLAF, the European Commission's Anti-Fraud Office. Since OLAF was set up in 1999, significant changes in its functional environment have taken place including in EU criminal law and especially in mutual assistance and substantive criminal law; the reconstruction of Eurojust and Europol through recent Regulations and Memoranda of Cooperation; and the entry into force of the Lisbon Treaty. The authors advance the view that OLAF's current legal framework must address these issues adequately. The approach they take is multi-disciplinary. OLAF is examined here through the prisms of EU politics and national, European and (to some extent) comparative law, focusing not only on the identification of current problems in regulation and procedure but also on its positioning within the context of European integration. Operational issues are then extensively discussed, making this a book for practitioners as well as policy makers and academics. The book addresses the theoretical and practical aspects of anti-fraud actions within both criminal and civil aspects of public law. Although OLAF works within an incomplete EU legal framework and with varying cooperation by national authorities, its staff have devised mechanisms that address some of these issues. Nevertheless, rules covering procedural and operational issues will need to be safeguarded within future legislation.

### **Report of the Ombudsman for Corrections for the Period July 1, to June 30,**

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The Health Ombudsman resolved a total of 15,186 complaints about the NHS in England in 2010-11. This report shows how, at a local level, the NHS is still not dealing adequately with the most straightforward matters. As the case studies illustrate, minor disputes over unanswered telephones or mix-ups over appointments can end up with the Ombudsman because of knee-jerk responses by NHS staff and poor complaint handling. While these matters may seem insignificant alongside complex clinical judgments and treatment, they contribute to a patient's overall experience of NHS care. The escalation of such small, everyday incidents represents a hidden cost, adding to the burden on clinical practitioners and taking up time for health service managers, while causing added difficulty for people struggling with illness or caring responsibilities. Two particular themes stand out this year. Poor communication - one of the most common reasons for complaints in the last year - can have a serious, direct impact on patients' care and can unnecessarily exclude their families from a full awareness of the patient's condition or prognosis. Secondly, in a small but increasing number of cases, a failure to resolve disagreements between patients and their GP has led to their removal from the GP's patient list - often without the required warning or the opportunity for both sides to talk about what happened. As GPs prepare to take on greater responsibility for commissioning patient services, this report provides an early warning that some are failing to handle even the most basic complaints appropriately.

**United States Congressional Serial Set,  
Serial No. 14876, Senate Report No. 301,  
U.S. Intelligence Community's Prewar  
Intelligence Assessments on Iraq, Report  
of Select Committee on Intelligence**

The question of how financial services should be regulated in the interests of consumers has never been more topical. The structure of the financial services industry is changing rapidly and the need for the law to keep pace with these changes has never been greater. This book examines the role of the law in the protection of the consumer, in particular the ways in which the law is, and could be, used to protect consumers when purchasing financial services. A prominent panel of contributors first examines the role of the European Union and the ombudsmen schemes operating in the United Kingdom in improving consumer protection. Eight expert papers present a detailed analysis of aspects of the various legal mechanisms protecting consumers in the banking, financial services, investments and insurance industries. The final part of the book is concerned with the important and controversial area of consumer credit. This unique work is a welcome contribution to a rapidly developing area of law, which has so far received little attention from commentators. It will be of great interest to those at the cutting edge of banking, financial services and consumer law, whether practicing lawyers or in-house counsel, and all those involved in advising consumers.

## **Children's Ombudsman Annual Report**

An examination of the awareness of environmental and social justice issues in the former Soviet republics--from the Western-style democracies of the Baltic region to the totalitarian regimes of Central Asia--and the resulting activism in those states. The legacy of environmental catastrophe in the states of the former Soviet Union includes desertification, pollution, and the toxic aftermath of industrial accidents, the most notorious of which was the Chernobyl disaster of 1986. This book examines the development of environmental activism in Russia and the former Soviet republics in response to these problems and its effect on policy and planning. It also shows that because of increasing economic, ethnic, and social inequality in the former Soviet states, debates over environmental justice are beginning to come to the fore. The book explores the varying environmental, social, political, and economic circumstances of these countries--which range from the Western-style democracies of the Baltic states to the totalitarian regimes of Central Asia--and how they affect the ecological, environmental, and public health. Among the topics covered are environmentalism in Russia (including the progressive nature of its laws on environmental protection, which are undermined by overburdened and underpaid law enforcement); the effect of oil wealth on Azerbaijan and Kazakhstan; the role of nationalism in Latvian environmentalism; the struggle of Russia's indigenous peoples for environmental justice; public participation in Estonia's environmental movement; and lack of

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access to natural capital in Tajikistan. Environmental Justice and Sustainability in the Former Soviet Union makes clear that although fragile transition economies, varying degrees of democratization, and a focus on national security can stymie progress toward "just sustainability," the diverse states of the former Soviet Union are making some progress toward "green" and environmental justice issues separately.

## **Research Handbook on Environment and Investment Law**

In the past two decades, Australia has been the site of major police misconduct scandals and inquiries, leading to reform initiatives at the cutting edge of police integrity management practices. Presenting interviews with key informants and an analysis of key documents, Police Integrity Management in Australia: Global Lessons for Combating Police

## **Annual Report of the Ombudsman**

## **Suffolk Transnational Law Review**

## **Regulating Transnational Corporations in Domestic and International Regimes**

This volume offers a systematic overview of the different tools through which the human rights accountability of transnational corporations may be improved. It first examines the responsibility of States

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in controlling transnational corporations, emphasizing both the limits imposed by the protection of the rights of investors under investment treaties and the potential of the US Alien Tort Claims Act and other similar extra-territorial legislations. It then turns to self-regulation by transnational corporations, through the use of codes of conduct or international framework agreements. It then discusses recent attempts at the global level to improve the human rights accountability of corporations by the direct imposition on corporations of obligations under international law. Finally, it considers the use of public procurement policies or of conditionalities in the lending policies of multilateral lending institutions in order to incentivize TNCs to behave ethically. Altogether, the book offers a rigorous legal analysis of these different developments and critically appraises their potential.

### **Ombudsmen**

Much maligned in the past as wasteful and self-serving, government public relations provides several distinct services that can be used to advance the substantive mission of an agency in ways that save money, time, and effort. In the same manner as budgeting, HR, strategic planning, and performance assessment, public relations must be included in t

### **Annual Report of the Ombudsman**

### **A Report by the Health Service**

## **Ombudsman and the Local Government Ombudsman about the Provision of Section 117 Aftercare**

These are the reports of two cases which were jointly investigated by the Health Services and Local Government Ombudsmen,, both of which involve the provision of services by local council and by NHS trusts and both, to some extent, concern the actions of staff working in mental health services. The first involved Enfield Council and Barnet, Enfield and Haringey Mental Health Trust & Barnet and Chase Farm Hospitals NHS Trust. The other case involved Havering and the North East London Mental Health Trust. Neither case was upheld in respect of the Councils though partly upheld in respect of North East London Mental Health Trust

## **Transnational Corporations and Human Rights**

Last year over 449 individual complaints from prisoners and former prisoners were received by the Ombudsman about the loss by a Home Office contractor of sensitive personal data about them on an unencrypted data stick. This report explains why the complaints were not investigated. Whilst there are clear indications of maladministration surrounding the circumstances leading to the loss of the data stick, there is not in the way the Home Office responded to the data loss. Furthermore, much of the information that was on the data stick is already in the public domain, Therefore the complainants could not

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reasonably be worried about its contents being made public. The Contractor has publicly apologised and the Home Office has also asked for its apologies to be transmitted. Therefore there does not appear be unremedied injustice. What is highlighted, though, is the need for public bodies to consider proactive and timely communication with individuals if their data has been lost. In the case considered here, the Home Office decided not to contact the majority of those affected but to let them learn about the loss through press reporting and those concerned did not feel sufficiently informed or reassured.

### **Listening and learning**

This study explores the range of strategies for regulating the social and environmental practices of TNCs in Africa's extractive industries.

### **A report by the Health Service Ombudsman and the Local Government Ombudsman about the care and support provided to a person with Down's syndrome**

The Research Handbook on Environment and Investment Law examines one of the most dynamic areas of international law: the interaction between international investment law and environmental law and policy. The Research Handbook takes a thematic approach, analysing key issues in the environment-investment nexus, such as freshwater resources, climate, biodiversity, biotechnology and

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sustainable development. It also includes sections which explore regional experiences and address practice and procedure, and offers innovative approaches and critical perspectives, including the interface between foreign investment and the environment with human rights, gender, indigenous peoples, and economics.

### **Annual Report of the Ombudsman**

This fully updated second edition of Corporate Accountability in International Environmental Law examines systematically all international sources of corporate accountability standards with specific reference to environmental protection, and elaborates on their theoretical and practical implications for international environmental law. The book argues that although international environmental law does not bind multinational corporations and other business entities, growing practice points to the emergence and consolidation of international legal standards. These standards allow adapting and translating inter-State obligations embodied in international environmental law into specific normative benchmarks to determine the legitimacy of the conduct of the private sector against internationally recognized values and rules. The role of international organizations who, in the absence of State intervention, identify and promote the application of selected international environmental standards is analyzed in depth. This analysis demonstrates how these international organizations are a driving force in establishing and operationalizing international

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standards for corporate environmental accountability. The new edition includes a recent assessment of the Rio+20 Summit, analysis of the UN Framework on Business and Human Rights, and the 2012 Performance Standards. It contains a discussion on the role of 'fair and equitable benefit-sharing' under the Convention on Biological Diversity and international human rights law, and analysis of the monitoring practice of the UN Special Rapporteur on Indigenous Peoples' Rights. This is an open access title available under the terms of a CC BY-NC-ND 4.0 International licence. It is offered as a free PDF download from OUP and selected open access locations.

### **Report by the Health Service Ombudsman of England of an investigation into a complaint by Mr & Mrs M**

### **Natural Resources Grabbing: An International Law Perspective**

This report tells the story of Mr J, who was an active, outgoing and sociable man. He had Down's syndrome. He lived independently in rented accommodation with his wife. Newcastle City Council, latterly through the Coquet Trust, provided day-to-day support to Mr J and his wife to help maintain their independence. In 2005, owing to concerns about a significant deterioration in his skills and health, Mr J was admitted to hospital for a five to six week assessment. Mr J remained in

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hospital for seven months, some five of those after he had been declared ready for discharge. Mr J was discharged into inappropriate locked accommodation, which he only left following his death 10 months later. Mr J was 53. Mr J's brother, Mr K, complained about the care provided to Mr J. This joint investigation with the Local Government Ombudsman found significant failings on the part of both Northumberland, Tyne and Wear NHS Foundation Trust and the Council. They are to compensate, and apologise to, the family. The NHS Trust and the Council will also prepare, share and update progress on an action plan showing what they have done (or will do) to prevent recurrence of their failings.

## **Judicial Lawmaking and Administrative Law**

### **Report of the Ombudsman**

Whilst many of us would agree that human rights are more important than corporate profits, the reality is often different; such realities as child labour and environmental destruction caused by corporate activities make this patently clear. Recognising that balancing human rights and business interests can be problematic, Corporate Accountability considers the limits of existing complaint mechanisms and examines non-judicial alternatives for conflict resolution.

### **Complaints and litigation**

## **Annual Report for the Period**

S. Rept. 108-301. Unclassified edition. Together With Additional Views. Provides the Senate and the American public with a substantial record of the facts underlying the conclusions of the Committee regarding the intelligence community's prewar assessments of Iraq's programs for weapons of mass destruction and its ties to terrorism. Some text is blacked out. 108th Congress, 2d Session. Jacket 94-712 PDF.

## **Environmental Justice and Sustainability in the Former Soviet Union**

### **Policing the Banks**

This book provides a comparative study of the role of international organizations in environmental governance. Whilst a growing body of literature considers global governance in a number of policy areas, this volume delivers one of the first comprehensive accounts of international organizations in relation to environmental policy. Providing the reader with key insights within this area of global governance, the book focuses on policies developing in relation to climate change, biodiversity and international environmental funding. Presenting a compelling and up-to-date account of developments within this burgeoning policy area, the volume:

- includes a range of case studies including the World

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Bank, UNEP and the OECD • presents quantitative and qualitative research that advances understanding of international organizations in the field of international relations • delivers contributions from a range of internationally renowned academics and specialists within the field International Organizations in Global Environmental Governance will be of interest to students and scholars of international relations theory, international economics, environmental policy, organizational theory and environmental studies.

### **Ombudsman Annual Report**

Natural Resources Grabbing: An International Law Perspective aims at filling a gap in legal literature by addressing the adverse effects that large-scale investments in natural resources may pose to fundamental human rights and the protection of the environment.

### **Corporate Environmental Accountability in International Law**

Additional written evidence is contained in Volume 3, available on the Committee website at [www.parliament.uk/healthcom](http://www.parliament.uk/healthcom)

### **Government Public Relations**

### **Report of two investigations by the Local Government Ombudsman for England**

## **and the Health Service Ombudsman for England**

The book before carries a broad title. In the Dutch literature, the terms lawfinding and lawmaking are often used interchangeably. From a legal point of view, however, it makes quite a difference to the position of the court whether lawfinding or lawmaking is meant. Why write a book about lawmaking by the courts just in the area of administrative law? In administrative law, the administration is positioned between the legislature and the judiciary. The courts review decisions taken by the administration in implementing the law; however, where the administration has often been granted a degree of discretion, the courts assess the lawfulness of the decision. The relation administration-judiciary raises so many specific questions that it justifies a book on judicial lawmaking in administrative matters. The authors are all members of the research program Public Law of the Ius Commune School.

### **OLAF at the Crossroads**

Describing how formerly secretive financial institutions have been slow to accept responsibility for the consequences of their investments - especially the problems that can result from projects in developing countries - she shows that financing institutions can cause significant social and environmental damage and argues that new accountability mechanisms are necessary to reduce or prevent such damage. Because such institutions

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operate on a global scale, only semi-judicial accounting mechanisms can provide the necessary accountability. It is time for the private financial sector to follow multilateral financial institutions in creating independent mechanisms, mediation procedures, and access to decision makers for people harmed or potentially harmed by projects financed by their institutions.

### **The Ombudsman's assessment of the loss of personal data by a Home Office contractor**

### **Report of the Ombudsman**

### **Law and Control in Society**

### **Consumer Protection in Financial Services**

This report concerns a case claiming for funding for care under s. 117 of the Mental Health Act 1983. The Ombudsmen found evidence of some failures of the part of the concerned Trust and Council, but in the absence of any consequent in justice that could be identified, did not uphold any of the complaints

### **Corporate Accountability**

## **Wafaqi Mohtasib (Ombudsman)'s Annual Report for**

### **International Organizations in Global Environmental Governance**

This report is into a complaint by Mr & Mrs M concerning the treatment of the disabled daughter by their GP, the out of hours SEEDS services and the PCT Trust of the hospital their daughter was taken to. No service failure was found with regard to the GP; however the SEEDS doctors failings did constitute service failure. The PCT's handling of the complaint had lesser failures and did not constitute maladministration

### **Summary of Annual Report**

### **Police Integrity Management in Australia**

### **Real People, Real Problems**

The book is intended to provide an accessible description and evaluation of the UK public sector ombudsman system, focussing on the Parliamentary, Health Service and Local Government ombudsmen in England. It deals with the public sector ombudsmen in Scotland, Wales and Northern Ireland, in particular the new arrangements which have occurred as a

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result of devolution. It also presents a critical analysis of the present ombudsmen schemes and makes comparisons with other systems.

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