

Scrutinising the Legitimacy of the Ombudsman Sector

Researcher name and institution:

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Various

Start and End date:

Various

1. Brief summary of what the research is about.

- A study into the impact of judicial scrutiny of ombudsman decision-making which involves a review of over 200 cases, and 10 separate ombudsman schemes. The project includes a content analysis analysis, interviews with key legal officers and testing the doctrinal reasoning of the judiciary.
- A study of the regulatory framework that has been introduced under the ADR Directive.
- A study into the transposition and growth of the ombudsman model in Jamaica. This project is part of a wider study into public sector bargains in the Caribbean: 'Legal Transplants and Public Service Bargains: Explaining

	Civil Service Performance and Reform in Jamaica and Trinidad-Tobago' (Stirton, Lodge and Kirkham: British Academy funded). • A study into the limitations of the ombudsman model, using Thailand as a case study, with Jiraporn Sudhankitra. • Organising a global collection of empirical studies on the public services ombudsman institution, to be published by Edward Elgar in a 'Research Handbook on the Ombudsman' with Marc Hertogh (scheduled publication 2018).
2. What are the research questions?	Several, including: • How does judicial review shape the scrutiny of the ombudsman sector? • What is the best methodology the role of the judiciary? • How best to regulate the ADR sector?
3. What, if any, outputs so far?	See Kirkham and Allt 'Making Sense of the Case Law on the Ombudsman' <i>Journal of Social Welfare and Family Law</i> (2016) Vol. 38(2) (forthcoming). DOI: 10.1080/09649069.2016.1156889 Available online at: http://www.tandfonline.com/eresources/shef.ac.uk/doi/full/10.1080/09649069.2016.1156889 See Kirkham, R. (2016 forthcoming). 'The consumer ombudsman model and the ADR directive: Lessons from the UK.' In P. Cortes (Ed.), <i>The New Regulatory Framework for Consumer Dispute Resolution</i>. Oxford: Oxford University Press.
4. What outputs are planned?	Forthcoming articles, plus see blog 'Thinking About Administrative Justice' for previews of publications

5. What is the anticipated impact?	• Working with the Ombudsman Association to establish a public legal database on the ombudsman sector • Promoting transparency in the ombudsman sector
6. Comments / additional information / requests for data or input from the broader administrative justice community	