The statutory duty of public service ombudsmen (PSO) is to investigate claims of injustice caused by maladministration in the provision of public services. This book examines the modern role of the ombudsman within the overall emerging system of administrative justice and makes recommendations as to how PSO should optimize their potential within the wider administrative justice context.

'This is a timely and important book, providing insight and analysis of the ombudsman enterprise in the UK, and placing ombudsmen very clearly within the wider administrative justice system. It will have significant influence on policy and practice, and is a valuable contribution to the study of ombudsmen.'
– Mary Seneviratne, Nottingham Trent University, UK

'Scholarly and well-researched, offering an interesting blend of constitutional theory and well-chosen illustrative material, this is an important addition to the literature on administrative justice. It will surely be essential reading, not just for academics working in this field but also for established and developing ombudsman offices around the world.' – Gavin Drewry, University of London, UK

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Contents: Foreword; Preface; Part I Theory and Context: The ombudsman enterprise: an introduction; The constitutional role of the ombudsman; Concepts, theories and policies of administrative justice. Part II The Ombudsman Technique: Putting it right: resolving complaints and assisting citizens; Promoting good administration and helping to get it right. Part III Setting It Right: Independence and accountability: legitimising the ombudsman; Relationships, networks and the administrative justice system; Part IV Conclusion: The 21st century ombudsman enterprise; Appendices; Bibliography; Index.

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