

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