**Ombudsman Association**

**Membership: self-assessment check list (Complaint Handler Members)**

**Marking system:**

A – fully meets the criteria

B – able to meet the criteria

C – does not meet the criteria

? – insufficient information

**Name of scheme:...................................................................................................................**

|  |  |  |
| --- | --- | --- |
|  | **Requirements for recognition of Complaint Handler Members** | **Remarks (incl. supporting information and evidence)** |
|  |  |  |
| **1.** | **Guiding principles** |  |
|  |  |  |
| 1.1 | Complaint handling as a significant part of role? |  |
|  |  |  |
| 1.2 | Purely commercial complaint handling companies will not normally be eligible for membership  |  |
|  |  |  |
| 1.2 | Does not meet the Association’s Criteria for Recognition of Ombudsman’s Offices? |  |
|  | **Scheme score:** | **Validation Committee score:** |
|  |  |  |
| **2.** | **Governance**  |  |
|  |  |  |
|  | The Association expects Complaint Handler Members to have regard to its [Principles of Good Governance](http://www.ombudsmanassociation.org/association-guides.php) so (and any amendments thereto) where the constitution of the organisation allows them to do, namely:* Independence
* Openness and transparency
* Accountability
* Integrity
* Clarity of purpose
* Effectiveness
 |  |
|  | **Scheme score:** | **Validation Committee score:** |
|  |  |  |
| **3.** | **Principles of Good Complaint Handling** |  |
|  |  |  |
|  | The Association expects Ombudsman Association members to operate in accordance with its [Principles of Good Complaint Handling](http://www.ombudsmanassociation.org/association-guides.php) (and any amendments thereto), namely:* Clarity of purpose
* Accessibility
* Flexibility
* Openness and transparency
* Proportionality
* Efficiency
* Quality outcomes
 |  |
|  | **Scheme score:** | **Validation Committee score:** |
|  |  |  |
| **4.** | **Use of the title ‘Ombudsman’** |  |
|  |  |  |
|  | The title ‘Ombudsman’ should not be used unless the Association’s Criteria for Recognition of Ombudsman’s Offices are met. The Association will not admit to membership in any category organisations or individuals which use the title of ‘Ombudsman’ but do not meet the Association’s Criteria (although existing Complaint Handler members with that title will be permitted to retain it for the moment) |  |

**Note: Additional information may be requestedFor Validation Committee use:**

Summary of scores:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Scheme scores:** | **Validation Committee scores:** |
| Guiding principles |  |  |
| Governance |  |  |
| Good Complaint Handling |  |  |

Recommend membership: yes/no

(Complaint Hander membership)

Comments (including action points):

Date: