

Letter 3rd

8. I can see why you are annoyed at what you see as victimisation and harassment by BA. However, having looked carefully at the evidence, I have seen nothing to suggest that the errors to which you have pointed are either deliberate or connected. BA have apologised for asking you for information that they had already received from you, and while they ought to include dates and contact/reference numbers on their correspondence and enter that information correctly, I do not see that such errors can be said to cause you an injustice.

9. You refer to Mr Robson saying, in paragraph 9 of his letter, that the Ombudsman is not able to substantiate your complaint and ask why. However, I have looked carefully at Mr Robson's letter and have seen that he said that your "complaint was not one for investigation by the Ombudsman". He went on to explain, over several paragraphs, what he had found and why he did not think that the Ombudsman could achieve anything more for you. In the light of that, I do not agree that his letter can be interpreted as saying that your complaint was not substantiated. I should also clarify that this Office has not "collaborated" with the officer you named. Our contact has been via Jobcentre Plus Headquarters at Caxton House, in London and we have not had direct contact with your local social security office, or direct with that officer.

10. For completeness, I should explain that Wragg & Co., who are, I understand, a firm of private solicitors, do not fall within the Ombudsman's jurisdiction and she is unable to assist with any complaint you may have against them.

Conclusion

11. It is clear, from the evidence that you have provided and that we have obtained direct from Jobcentre Plus, that BA wrongfully disclosed information about you to your wife's solicitors. They have accepted their mistake, apologised, and made financial redress. On the basis of the evidence I have seen, that appears to be an appropriate outcome and there is nothing more the Ombudsman could achieve for you.

See
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12. I hope that the additional information I have provided will be helpful, and that I have explained clearly why the Ombudsman will not intervene any further.

Yours sincerely
Gwen Harrison.

Gwen Harrison
Investigation Manager