

Remedy Implementation policy

Under the terms of the Waterways Ombudsman Scheme, the Ombudsman may award compensation (payable by the Member) and/or make recommendations to the Member to remedy any injustice caused by maladministration or unfairness.

Under the scheme the Member must, as soon as reasonably practicable, take such steps as are necessary to comply with the recommendations or to make payment of the award and must report to the Waterways Ombudsman, within 20 working days, what steps it has taken or is in the course of taking.

When making recommendations or awards the Ombudsman will remind the Member of that requirement. If required, the ombudsman will also remind the Member that it is appropriate for them to apologise and ask them to write to the complainant with that apology and information about the action they are taking.

The Ombudsman will follow up on all such recommendations and awards until satisfied that a suitable commitment to act has been given and in some cases until the action has been taken. The Ombudsman will notify the complainant and the Member when satisfied that appropriate action is to be taken or has been taken. The ombudsman's involvement will then end. This does not prevent the ombudsman from taking up matters again if later discovery finds that a commitment has not been complied with.

If no adequate response on action to be taken is received within 20 working days the Ombudsman will issue a first reminder to the Member and will pursue matters until such a response is received.

If, very exceptionally, the Member ever declined to comply with a recommendation or award the Ombudsman would report that to the Scheme's Committee and might also take any other appropriate action including giving (or requiring the Member to give) publicity to the matter.