



**Public Administration
and Constitutional Affairs
Committee**

Rebecca Hilsenrath
Ombudsman and Chair
Parliamentary and Health Service Ombudsman
Millbank Tower
21 Millbank
London SW1P 4QP
Via email only

11 February 2025

Dear Rebecca

COMMITTEE VISIT TO CITYGATE, 14 JANUARY 2025

The Public Administration and Constitutional Committee is grateful to you for hosting our visit to the main PHSO offices in Citygate in Manchester on 14 January, and your follow-up letter of 23 January. I agree with you that the discussions between PHSO staff and committee members were collaborative and constructive, as was the information provided by your office.

I am happy to reiterate my committee's commitment to developing a more strategic working relationship with the PHSO. This will include regular meetings between us. I also expect similar such meetings to continue when a permanent Ombudsman is in post.

I am also pleased to participate in an event with you in Parliament to raise awareness of the PHSO with MPs and their staff.

Simon Hoare MP
Chair, Public Administration and Constitutional Affairs Committee

