

- (iii) Lack of interest by the Head of the Capability Review Teams (set up to improve service to the public!!) in clear evidence I sent of serious shortcomings in several major Departments.
- (iv) Hostility from Sir Gus O'Donnell's PFS in response to my representations to Sir Gus about these and other shortcomings - and finally a ban (sic!) on further correspondence on this matter !!

If even the Head of the Home Civil Service takes the extraordinarily elitist view that the Civil Service is better run by rejecting constructive complaints and suggestions rather than welcoming them on their merits, then it is very doubtful that it will achieve a standard of excellence !

I am therefore very sorry that your organisation does not provide training in the handling of constructive criticisms and suggestions from members of the public.

Is there not an overwhelming case for including such advice in future training ?

Yours sincerely,

Copies to: Rt Hon Gordon Brown MP
(w/out Sir Gus O'Donnell KCB
enclos.) Department of Health
Ministry for Justice
Parliamentary Ombudsman
Information Commissioner

Chairman, Select Committee
for Constitutional Affairs
Rt Hon David Cameron MP
Rt Hon William Hague MP
Oliver Heald MP