

Case 407247 (Complaint ground: 409208)
Contact Anna Down
12 April 2017



Ombudsman
Fairness for all

Mr and Mrs Turnbull

By email: [redacted]

Dear Mr Turnbull

Firstly, thank you for your warmth and hospitality yesterday, and your willingness to talk openly to Anna Down and myself.

I undertook to come back to you with next steps and I am now doing that.

I want to report to you that the session we had with the School was informative and open. I am in a position to be able to convey much information to you and the question now is, how best should that be done.

I have put to the School one or two suggestions and have asked them to come back to me. When that occurs, I will come back to you in turn. Almost certainly, my preferred approach will involve a return trip to Invercargill.

I conclude by reiterating something I opened with yesterday, and that is my sincere apology for the time it has taken us to properly focus on this investigation. But I think you know that I am now fully concentrating on it. We will need to bear in mind however that I leave for Europe on Tuesday the 18th of April and return on 1 May and so of necessity, some work will need to be done while I am away to setup next steps.

In the meantime, if there is anything you would like to say in light of our discussion yesterday, please feel free to contact Anna.

Yours sincerely



Judge Peter Boshier
Chief Ombudsman