

This factsheet provides a brief biography of Mariette Hughes, the new Service Complaints Ombudsman for the Armed Forces, and some key information about her role.



Mariette Hughes was appointed the Service Complaints Ombudsman for the Armed Forces in January 2021.

Mariette previously held various posts at the Legal Ombudsman Service (LeO) such as Interim Chief Ombudsman, Director of Operations and Ombudsman from 2016 to 2020. The LeO are responsible for the resolution of disputes between consumers and legal service providers in line with the Legal Services Act.

Mariette was also Head of Impact, Service Policy and External Affairs, which was responsible for identifying and learning business processes and driving changes to improve efficiency. Prior to this, Mariette was an investigator from 2014 until 2016.

Mariette has a keen interest in American Football and has represented Great Britain. She currently plays for Birmingham Lions.

## What can the Ombudsman do?

The Ombudsman can:

- help Service personnel access the Service complaints system
- review a decision that a complaint or appeal is inadmissible
- investigate allegations of undue delay in the handling of a Service complaint or Service matter
- investigate the substance (merits) of a Service complaint at the end of the internal process
- investigate whether a Service complaint was handled incorrectly (maladministration) at the end of the internal process

## Who can use the Ombudsman's services?

The Ombudsman's services can be used by all members of the Armed Forces, whether Regular or Reserve. Former serving members may also be able to use the Ombudsman's services.

## Does it cost money?

No. The Ombudsman is free, independent and impartial.

**For more information on the Office of the Service Complaints Ombudsman visit our website**

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