

# Welcome and introduction

Rosemary Agnew  
Scottish Public Services Ombudsman

Scottish Welfare Fund  
independent review

**SPSO** Scottish  
Public  
Services  
Ombudsman

Thursday 8 February 2018



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# Vision

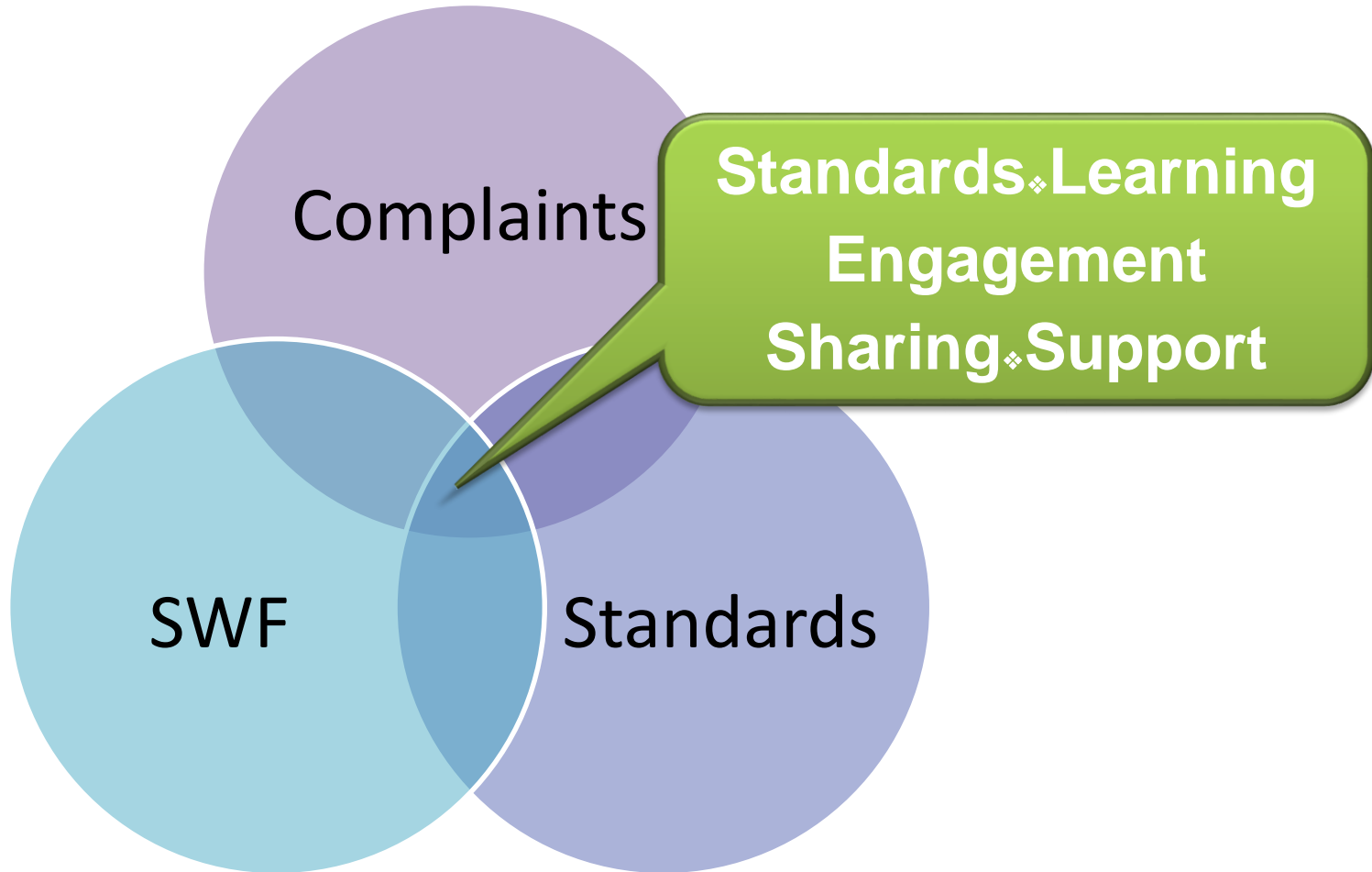
The Scottish Public Services Ombudsman contributes actively and positively to Scotland's development and delivery of **first class public services**: putting **people and learning** at the heart of what we do by being innovative and world-leading in our approach to complaints, reviews and standards

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# A bit about the SPSO



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# Putting people at the heart



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It's a  
**GOOD DAY**  
to have a  
*Good Day*

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