



**The Commissioner for
Public Appointments**

Rt Hon Peter Riddell CBE
Commissioner for Public Appointments
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Minister for Pensions and Financial Inclusion
Department for Work and Pensions
Caxton House
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Interim appointment of Claire Ryan as Deputy Pensions Ombudsman.

Dear Guy,

Thank you for consulting with me on your intention to appoint Claire Ryan as the Deputy Pensions Ombudsman without a competition, for 12 months, under Section 3.3 of the Governance Code.

I note the changing nature of the work of the Pensions Ombudsman means there is little public interest to recruit a dedicated Deputy Pensions Ombudsman who will not be fully utilised. I accept your argument that the Deputy post, required by statute, is now best served on an ad hoc basis by the Legal Director at the Pensions Ombudsman on the occasions when the Ombudsman is not able to make determinations himself.

I am content with the appointment of the current Legal Director Claire Ryan, as the DPO. I note her experience, skills and understanding of the work of the Pensions Ombudsman, in particular its alternative dispute resolution process and communication with stakeholders as you have highlighted.

I agree with your plan to review the post in 12 months time, and would encourage you to think carefully about how to structure the leadership of the Pensions Ombudsman to ensure that there is clarity on the nature of the public appointments and the civil service posts.

I also understand that a competition for a new Pensions Ombudsman will start in due course. I wish you well for that competition.

Peter Riddell



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