



Case Study Questions

1. What is the problem in the case example?

2. What decision was made by the government department or agency?

3. Do you think this was a fair and reasonable decision? Why or why not?

4. What would fix or solve the problem that is explained in the case?

5. What can the person in the case do to help fix the problem?

6. Do they need help from someone to fix the problem? Who could help?

7. What can the Ombudsman do to help fix the problem?

8. Does this case need to be investigated before it can be fixed?

9. If it needs to be investigated, what does the Ombudsman need to ask in the investigation?

10. What suggestions would you make to fix the problem?